



SnapperMail

Users Manual

Version 3.0

(Best on-screen viewing at 150%)





LEGAL NOTICES

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Getting Started with SnapperMail™

Introduction

Thank you for selecting SnapperMail™ by Snapperfish. SnapperMail is an award-winning email application designed for Palm OS smartphones and handhelds.

SnapperMail supports sending and receiving email using industry standard POP3, IMAP4, and SMTP protocols, commonly used by ISPs, enterprises, and third-party email services. Once installed and configured onto your PDA or smartphone, you will be able to send and receive email, including attachments, effortlessly.

The key features of SnapperMail are listed below. (Not all features are included in every edition. Please check the feature chart on the next page).

- **Simple-to-use interface** featuring FingerNav™ technology specifically designed for touch-screen smartphone operation, with 5-way and Quick Keyboard Navigation for the **Treo series smartphones**.
- **Best-of-breed attachment support** with a built in memory card file browser making it easy to send and receive files in native format.
- Compatibility with enterprise mail servers including **Microsoft Exchange, Lotus Notes and Novell Groupwise** via the IMAP4 interface.
- Full-color HTML-rendered messages, with phone number and URL links in HTML and plain text messages.
- **No size limits** on attachments.
- **Automatic Mail Delivery**.
- Storage of message content on **memory cards** (with location indicator icon).
- Downloading of new message content directly to memory cards.
- Built-in SnapperMail database backup and restore functionality.

New in version 3.0

- **Filtering the message list** using a few letters to locate messages quickly.

New in version 3.0

- **Online search** of your IMAP mailboxes to find and download email that is not on your device when you really need it in a hurry.

New in version 3.0

- **Small font support in the message list** to display more information.

New in version 3.0

- **Fast scrolling** through the message list and message view using numbers 1 to 9.



SnapperMail Editions and Features

SnapperMail is available in four editions: **Lite**, **Standard**, **Premier**, and **Enterprise**. The table below summarizes the features in each edition of SnapperMail.

	Lite	Standard	Premier	Enterprise
Unlimited Accounts	x	x	x	x
POP3 Support	x	x	x	x
Attachment Support	x	x	x	x
Message List Filtering	x	x	x	x
HTML Rendering		x	x	x
Account Segregation		x	x	x
User Defined Folders		x	x	x
Auto Mail Delivery		x	x	x
SSL Security			x	x
Memory Card Archiving			x	x
Online Mailbox Search				x
IMAP4 Support				x

Overview of POP3, IMAP4 and SMTP

SnapperMail uses industry standard POP3, IMAP4, and SMTP protocols to send and receive email. If email acronyms are not your thing, then this section will shed a little light on the subject.

POP3 vs. IMAP4

There are two protocols for receiving messages that have become commonplace: POP3 and IMAP4. However, you usually already have an account so don't get to choose. For POP3, the email application "pops in" and receives messages waiting for the user.

By contrast, IMAP4 is a much more sophisticated protocol. With IMAP4, all messages are stored in one centralized location, complete with message states and folder structure. The email application is required to synchronize with the mail server, updating new messages in each folder as well as their read, unread, replied, and flagged status. This is beneficial for users who read and respond to email from different places during the day or many users accessing the same email since all responses are synchronized on all devices. A typical scenario would be an executive who checks email at the office on a desktop, in the subway on a smartphone, and at home on a laptop.

SMTP

To send messages, SnapperMail connects to a SMTP server and uploads the Outgoing messages you have composed. The SMTP server delivers the messages to each respective recipient. SMTP servers are supplied by a variety of sources: your ISP, wireless carrier, or a third party email service provider.

Often a password is required to login to a SMTP server (SMTP-AUTH protocol). This proves to the server that you are a legitimate user. It will then allow you to relay messages coming from a different email identity.



Installation and Activation

Installing SnapperMail

SnapperMail comes in the form of a Zip archive for ease of distribution. If your computer cannot open Zip files, please install WinZip (www.winzip.com) for Windows users or StuffIt Expander (www.stuffit.com) for Mac users.

Inside the Zip archive are a number of documents:

- `readme.txt` Read Me document
- `EULA.txt` End User License Agreement
- `SnapperMail_Manual.pdf` This file you are reading now

The PRC file(s) must be transferred to your handheld device via HotSync. The user manual for your device will explain that procedure in detail.

SnapperMail Trial

The SnapperMail 30-Day Trial (downloadable from www.snappermail.com/trial.cfm) will install SnapperMail with a full Inbox tour when you run it for the first time on your handheld device. However, if you already have an installation on your device, your messages are retained and the trial messages are not installed.

Installing the Trial

- Unzip the downloaded file.
- HotSync SnapperMailDemo.prc to your handheld device.
- Select the application called Snapper with an arrow on the icon in the launcher.



Upgrading SnapperMail

SnapperMail is upward compatible and may be updated with more current versions without erasing your previous accounts or messages. Simply HotSync the new SnapperMail PRC file to the device. This is true for all updates including upgrades from the Trial Edition to any of the Full Editions, or upgrading from version 1.x to version 2.x or version 3.x, and upgrading from version 2.x to version 3.x. You **do not need to uninstall** SnapperMail when upgrading to a new version.

Downgrading SnapperMail

SnapperMail is downward compatible and may be downgraded from version 3.x to version 2.x or version 1.x. Simply HotSync the old SnapperMail PRC file to the device. Your previous accounts and messages will be preserved. IMAP4 folders created in SnapperMail Enterprise Edition, which are unsupported in all editions of 1.x, will appear as additional folders that can be deleted.



When downgrading from an edition supporting IMAP to an edition not supporting IMAP, you should delete the IMAP accounts before installing the non-IMAP edition. This is most likely when installing SnapperMail Premier, Standard, or Lite Edition after the Trial Edition.

Unlocking SnapperMail

SnapperMail requires you to enter an unlock code before it becomes fully active. Without this process, SnapperMail will expire after 30 days. An unlock code is provided to you after purchasing a Full Edition.

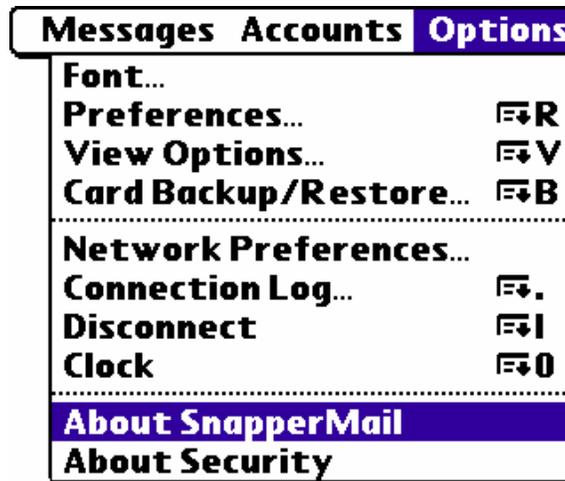
Make sure you have installed the full (purchased) version of SnapperMail. The free Trial Edition of SnapperMail does not accept unlock codes. Therefore, it CANNOT be unlocked at all.

You can download the Full Edition from www.snappermail.com/support. Your login details are sent to you after purchasing a Full Edition.

To unlock SnapperMail, start the application on your handheld device by selecting the Snapper icon in your launcher.



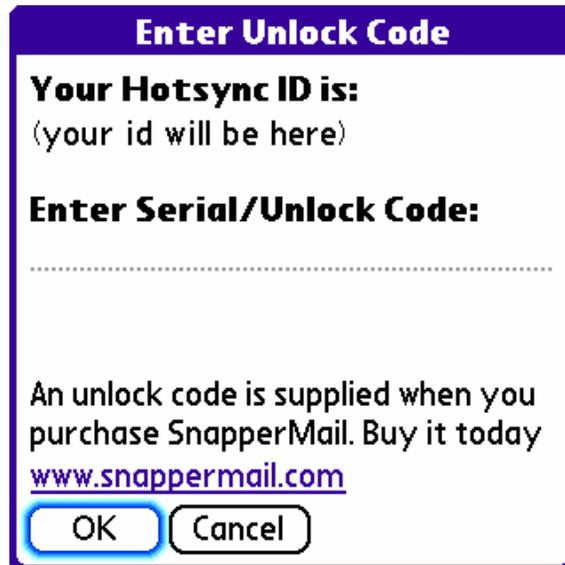
The application may present you with a registration screen immediately upon starting it up. If it does not, open the pull-down menus using your preferred method and select **About SnapperMail** in the Options menu.



From the **About SnapperMail** window, select the Register button.



Selecting the Register button will take you to a form where you can enter your unlock code.





In order to enter your code, you will need to either tap the entry field (just above the dotted line) or using the 5-way navigator (if your device has one) to get to it. The code can be entered into the field when you see the black, flashing vertical line cursor in it.

Enter Unlock Code

Your Hotsync ID is:
(your id will be here)

Enter Serial/Unlock Code:
|.....

An unlock code is supplied when you purchase SnapperMail. Buy it today
www.snappermail.com

Once you have entered your unlock code and select the OK button, SnapperMail will be fully activated and it will not expire. The code shown below is only an example.

Enter Unlock Code

Your Hotsync ID is:
(your id will be here)

Enter Serial/Unlock Code:
a1b2c3d4.....

An unlock code is supplied when you purchase SnapperMail. Buy it today
www.snappermail.com

Interface Overview

In this section, we will briefly give an overview of the SnapperMail interface so you are familiar with navigating through the application. Subsequent sections will explain each area in more detail where necessary.

Finger and Stylus Viewing Modes

SnapperMail operates in either one of two possible viewing modes: **StylusNav™** and **FingerNav™**. Each mode has been separately optimized for either stylus navigation or finger navigation, respectively. You can toggle between these modes with the graphic button on the lower right of the screen.



FingerNav™

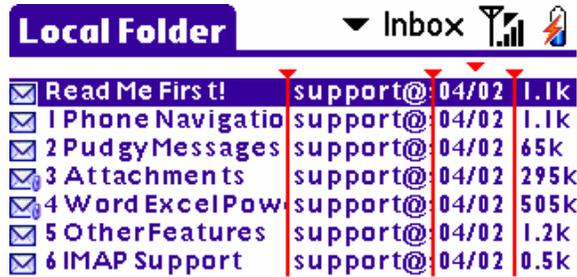
FingerNav is particularly useful for smartphone users who often navigate the touch screen with their finger. In this mode, elements on the screen are larger, making it easier to navigate on screen with your fingertip. For example, when you touch an area near the scrollbar, it will expand and allow you to scroll the screen easily with your finger.





StylusNav™

StylusNav generally puts more information on the screen, at the sacrifice of large hotspots for navigation. Hence, it is ideal for navigating with a stylus or keyboard.



Quick Keyboard Navigation

If you are using a device with a built-in keyboard, such as a Centro™ or Treo™, SnapperMail lets you activate the menu commands with a single stroke of a key. We call this feature Quick Keyboard Navigation. As long as you are not in a text input field, you can omit typing the command stroke key prior to activating a menu item. For example, typing command stroke followed by S will activate the Select All command with two keystrokes. With SnapperMail, you can simply type the letter S in one quick action. We recommend remembering the common keystrokes. They become second nature and using SnapperMail becomes lightning quick.

Quick Scrolling

New in version 3.0

In the Message List and Message Reader, you can scroll up and down quickly using the Quick Keyboard Navigation numbers 1 through 9. The number 1 will scroll to the top, the number 9 will scroll to the bottom, and the numbers in between will scroll to positions part way through the list or message.



The Main Views

When working with your mail, most operations are done in three main views: the Message List, the Message Reader, and the Message Composer.

Message List

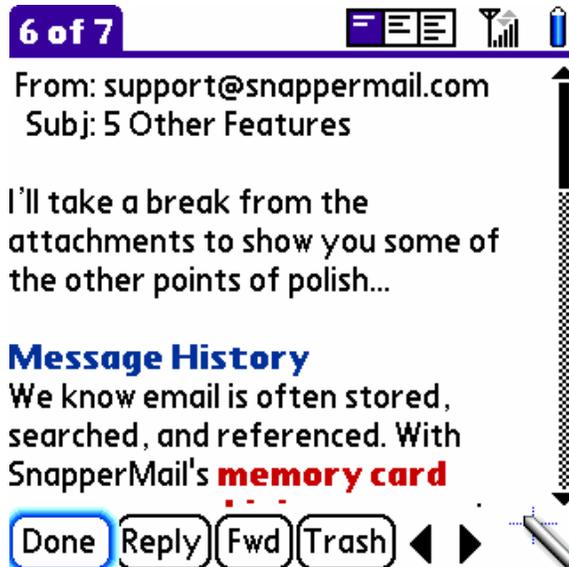
The Message List displays all the messages within a particular folder. The selected folder is displayed on the top, mid-right of the screen. The Message List allows you to select messages to read, and manage your mail. You can select multiple messages and perform actions such as moving mail between folders or deleting messages. A detailed explanation of working with this view is located in [Managing your Mail](#).





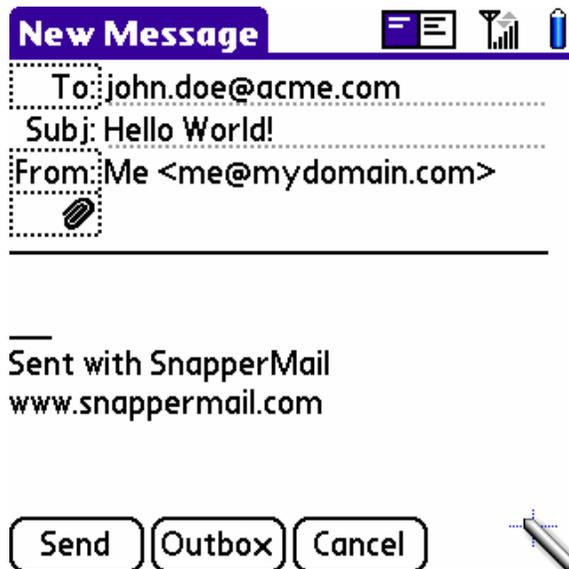
Message Reader

Mail is read with the Message Reader. It renders unlimited length messages including rich (HTML) text (unavailable on SnapperMail Lite Edition). Attachments are opened and saved from the Message Reader.



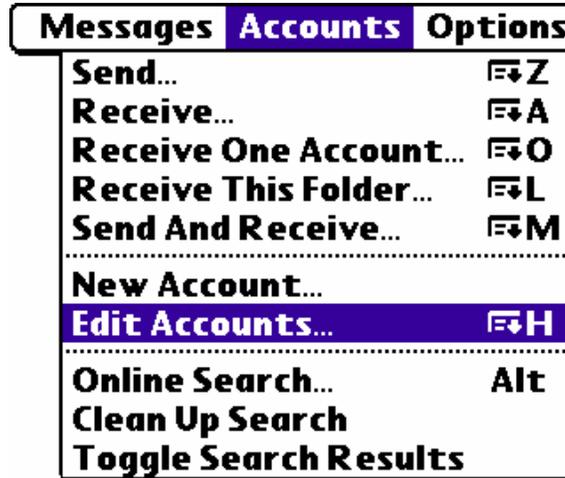
Message Composer

The Message Composer is used to create new messages or respond to incoming mail.



Configuring Your Accounts and Folders

You can configure an unlimited number of email accounts in SnapperMail. To add a new account or edit an existing account, select Edit Accounts... in the Accounts menu.

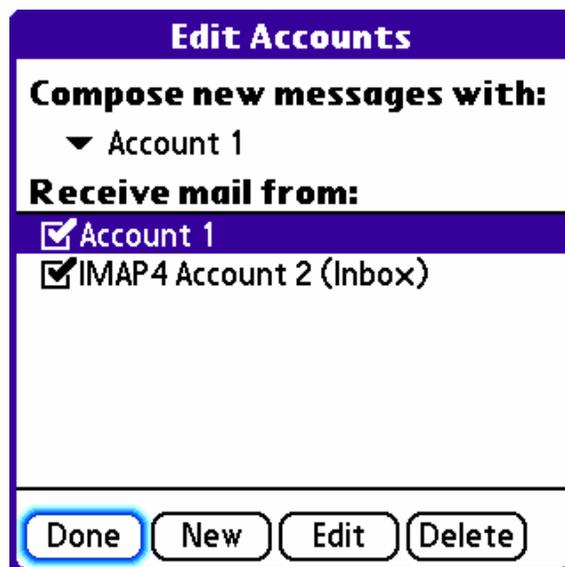


Please note, the bottom three entries may not appear if the current folder is not an online folder with a corresponding IMAP server mailbox ([ENTERPRISE](#)).

Selecting Edit Accounts will take you to the Edit Accounts form, where you can manage your accounts.

Your mail accounts are listed in alphabetical order and reflect the order in which the accounts are checked when mail is received.

If an IMAP4 account has been configured with subfolders, these are also displayed indented under the IMAP4 account.





- **Compose new messages with:** select the default account for composing new messages. When composing a new message, SnapperMail needs to decide with which account to compose and ultimately send the message. It makes its default decision based on this setting.

SnapperMail makes the intuitive decision to compose new messages from the account or folder selected in the Message List. However, since all messages from your POP3 accounts are placed into Local Folders, when Local Folders are selected, SnapperMail uses the setting at the top of the form shown above to decide with which account to compose a new message.

The exception to the above behavior is when an IMAP4 account is selected. In this case, the selected IMAP4 account will be always be used to compose new messages regardless of which account is selected.

- **Checkboxes:** indicate whether the account will be included when mail is fetched either automatically (if your purchased edition supports that) or manually using the Send/Receive button on the main screen.
- **New:** create a new account.
- **Edit:** edit the highlighted account.
- **Delete:** delete the highlighted account.

Configuring a POP3 Account

To create a new POP3 account, select the New button in [Edit Accounts](#). If you are using Enterprise Edition with IMAP4 capability, you will be prompted to select between creating a POP3 or IMAP4 account. Select the POP3 button.

Edit Accounts

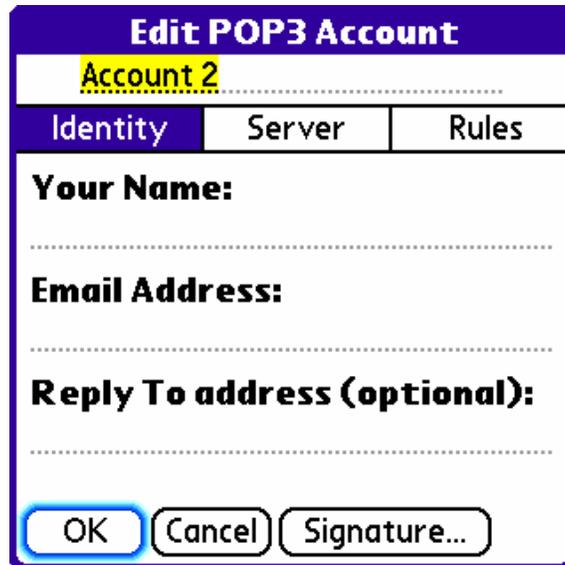
Compose new messages with:
▼ Account 1

Receive mail from:
 Account 1
 IMAP4 Account 2 (Inbox)

New Account

? **Create a POP3 or an IMAP4 account?**

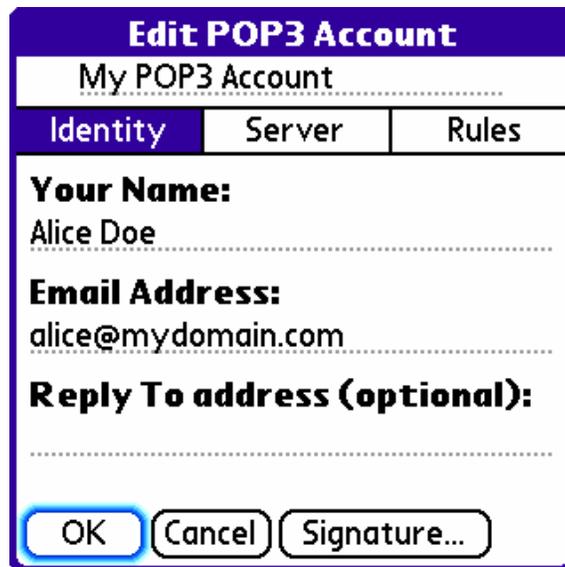
POP3... IMAP4... Cancel



You can change the name at the top of the form. This name is used to identify the account and also to sort into alphabetical order.

Configuring your Identity

Under the Identity section, you can define your personal details for outgoing messages, including your name, email address, and optional signature.



- **Your Name:** Enter your name as you would like it to appear, combined with your email address, in your outgoing messages.
- **Email Address:** Enter the email address for this account. This is the From address that the message recipient will see. They will reply to this address unless you have configured a different Reply To address (below).
- **Reply To address (optional):** You may optionally specify a different reply address. This address will override your normal email address when the recipient replies.

Configuring a Signature

Selecting the Signature button will allow you to edit and append a signature to outgoing messages from this account. You can configure the signature to be placed above the quoted reply, or at the very bottom of the reply.



Edit POP3 Account
My POP3 Account

Identity | **Server** | Rules

Append Signature

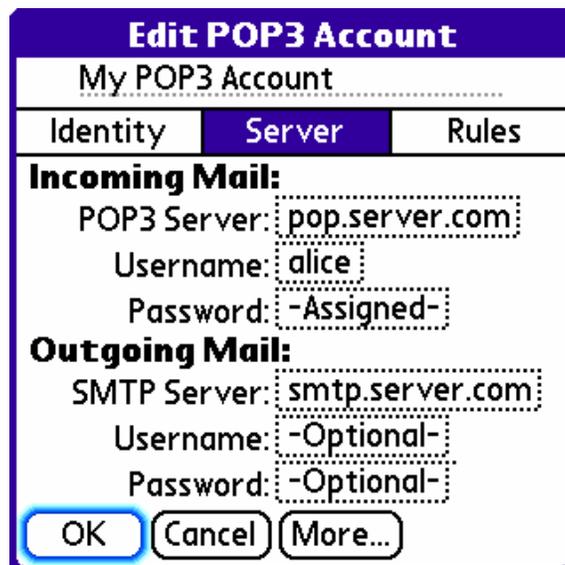
Append signature ▼ above reply

Sent with SnapperMail
www.snappermail.com

OK Cancel

Configuring your POP3 Server Settings

Under the Server section, you should enter the server settings provided by your Internet Service Provider (ISP) or email service provider. SnapperMail will use these settings to send and receive email. A list of settings for common ISPs and wireless carriers is available online at www.snappermail.com/support/isp.cfm.



Edit POP3 Account
My POP3 Account

Identity | **Server** | Rules

Incoming Mail:
POP3 Server: pop.server.com
Username: alice
Password: -Assigned-

Outgoing Mail:
SMTP Server: smtp.server.com
Username: -Optional-
Password: -Optional-

OK Cancel More...

Incoming Mail

- **POP3 Server:** Enter the POP3 server name provided by your ISP or email service provider.



- **Username and Password:** Enter your POP3 login name and password provided by your ISP or email service provider.

Outgoing Mail

- **SMTP Server:** Enter the SMTP server name that SnapperMail will use to send mail. If the server is not the one specified by your mobile internet provider (or you experience [relay denied](#) problems), you will have to set the optional username and password as specified by the server administrator.
- **Username and Password:** You should use these optional setting if you want to use an SMTP server other than the one specified by your mobile internet provider. They allow SnapperMail to send email using any SMTP server you are authorized to use. You must use these settings if you experience [relay denied](#) problems.

Advanced Settings – Port Number, Encryption, Certificates

Selecting the More button in the Edit POP3 Account window above will take you to some advanced configurations. There are settings for encrypting your username and password, settings for encrypting all email sent and received, and settings for trusting the certificate used in the encryption process. The majority of users will not need to configure these settings, unless direct by their internet service provider (ISP).

APOP and CRAM-MD5 are methods of encrypting the username and password and are advisable if supported by the server to prevent your details being seen as they are transferred over the internet. They are not required if SSL or TLS security is used.

SnapperMail Premier and Enterprise Editions both support Secure Socket Layer (SSL) and Transport Layer Security (TLS) connections to your mail server. After the encryption is established all information is encrypted including your username and password and your message content.

Security is negotiated with the help of certificates provided by the server. Server certificates can be verified by Certifying Authority (CA) certificates embedded into SnapperMail. Since SnapperMail runs on a handheld, only a limited number of CA certificates are included so it is sometimes not possible to verify some server certificates.

Server Settings

POP3 Settings: Use Port: 110

Use APOP Authentication

Use CRAM-MD5 Authentication

Secure ▼ Never

SMTP Settings: Use Port: 25

POP before send

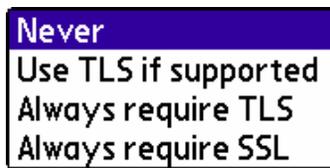
Use CRAM-MD5 Authentication

Secure ▼ Never

OK Cancel



- **Use Port:** The standard settings are 110 for POP3 and 25 for SMTP. The setting may be changed automatically when you select a security setting. You should not alter this setting unless you have been advised to by your ISP.
- **Use APOP Authentication:** APOP authentication is a secure login scheme which protects your POP3 password from being exposed during the login session. You should only check this checkbox if your server supports this method of authentication.
- **Use CRAM-MD5 Authentication:** CRAM-MD5 authentication is a challenge/response authentication with encryption to hide your login details. You should only check this checkbox if your server supports this method of authentication.
- **POP before send:** If this is checked, SnapperMail will login to the POP3 server before sending mail on the SMTP server. POP before send was an early authentication method that was popular before SMTP authorization became widely adopted.
- **Secure:** (PREMIER, ENTERPRISE) SnapperMail Premier and Enterprise Editions support Transport Layer Security (TLS) and its predecessor Secure Socket Layer (SSL) connections to your mail server. TLS means that security is negotiated after connecting to the server and requesting the server's capabilities in the same manner as if no security is used. SSL requires an alternate port and the server immediately negotiates security. You should select a security method if your mail server supports (or requires) a secure connection. You can use trial-and-error if you do not know what your server supports.
 - a) **Never:** Uses no encryption. It is advisable to check APOP or CRAM-MD5.
 - b) **Use TLS if supported:** Uses encryption if the server supports it, but not if the server does not support it.
 - c) **Always require TLS:** Uses encryption if the server supports it, or stop if the server does not support it. You would choose this if your server did not support SSL and you wanted to make sure your username and password were never transmitted without encryption. TLS is used commonly on corporate Microsoft Exchange servers.
 - d) **Always require SSL:** Uses encryption on an alternate port (usually 995 for POP3 and 465 for SMTP). The port is changed automatically when you select this option. You would use this option if your server supports SSL as it is slightly faster to negotiate the security.

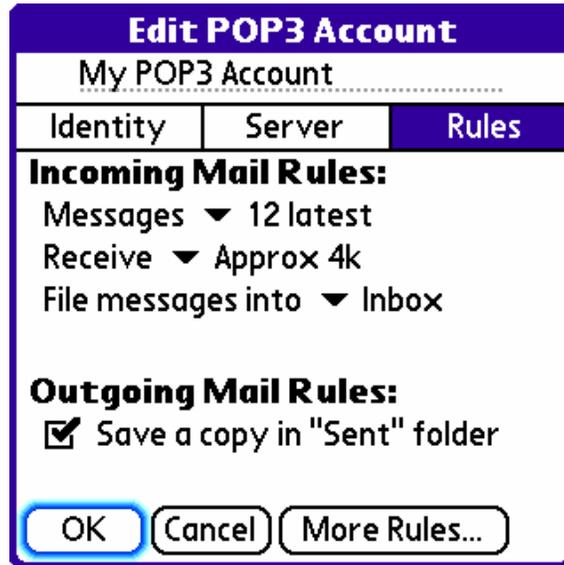


- **Always trust certificate:** Check this setting if SnapperMail cannot verify the server certificate because it does not have the Certifying Authority (CA) certificate used to create the server certificate. First try doing a Send/Receive with this setting unchecked.

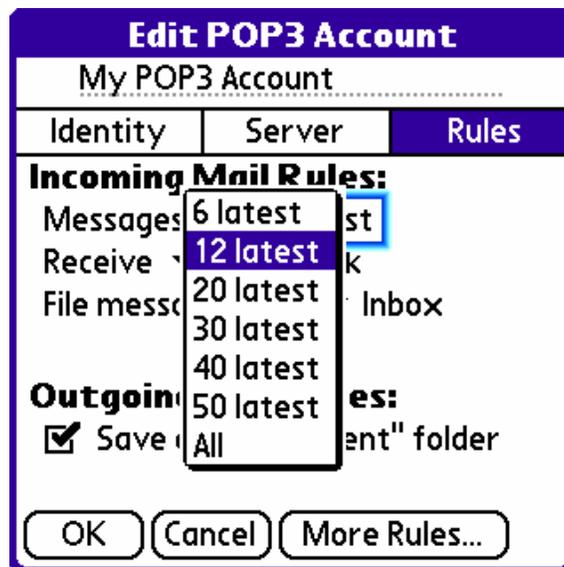
Configuring your Mail Rules

Under the Rules section you can configure the rules SnapperMail will follow when sending and receiving mail. You can configure such things as how many messages to receive, how much of

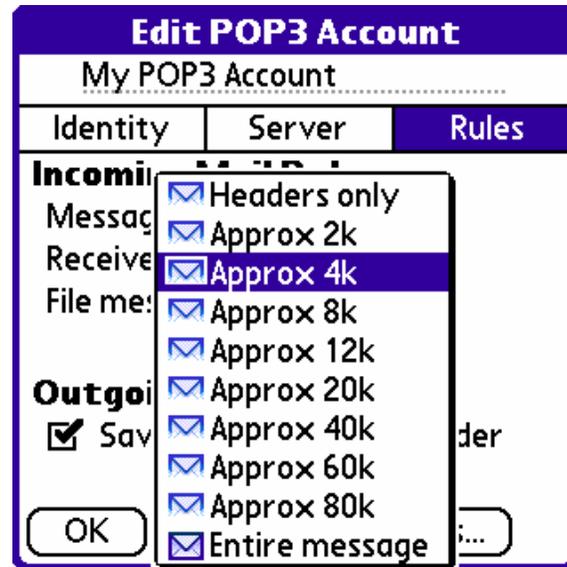
each message to receive, where to file the messages, and whether or not to delete the message from the server.



- **Messages:** Set this value to define the number of recent messages that are considered to be received from the server. As new messages are sent to the server only the most recent messages will be received on the handheld. You can set this to All to receive all the messages on the server.



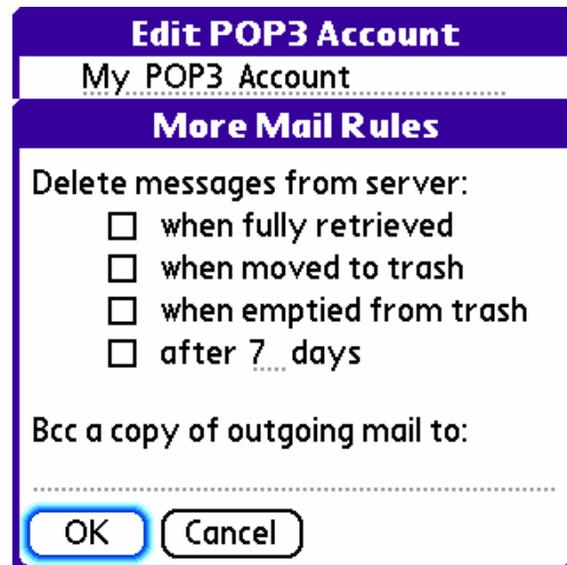
- **Receive:** Set this value to define how much of each message to receive.
 - Headers Only:** This will get only the message header, i.e., the Subject, To, From, Cc, and other envelope information.
 - Approx ??k:** This will access up to a certain amount of the message.
 - Entire Message:** This will get the whole message including all attachments.



- **File messages into** (STANDARD, PREMIER, ENTERPRISE): You can select which folder you would like to move these messages into as they are downloaded.
- **Save a copy in Sent folder:** Check this box to save a copy of all outgoing messages to the Sent folder in the SnapperMail Local Folders tree.

More Rules

Selecting the More Rules button at the bottom of the Rules tab will present some extra settings.



- **Delete messages from server:** By default, SnapperMail does not delete any mail off of the server. This is a safe option since most people prefer to have their desktop email client receive the same email for record-keeping reasons. You may select up to four delete-off-server actions: delete when the entire message has been fetched, delete when the message has been moved to trash locally in SnapperMail, delete when the message has been emptied from trash locally in SnapperMail, and delete after a specified number of days.



- **Bcc a copy to:** Blind CC (carbon copy) allows you to send a copy of a message to another email address without other recipients of the message knowing. If you fill in this section, a copy of every outbound message will be sent to the configured email address. This option is handy for people who want to send a copy of all outbound messages to their desktop for record keeping.

Configuring an IMAP4 Account (ENTERPRISE EDITION ONLY)

To create a new IMAP4 account, select the New button in [Edit Accounts](#). If you are using Enterprise Edition with IMAP4 capability, you will be prompted to select between creating a POP3 or IMAP4 account. Select the IMAP4 button. Note, you can configure IMAP folders later from [Edit Folders](#).

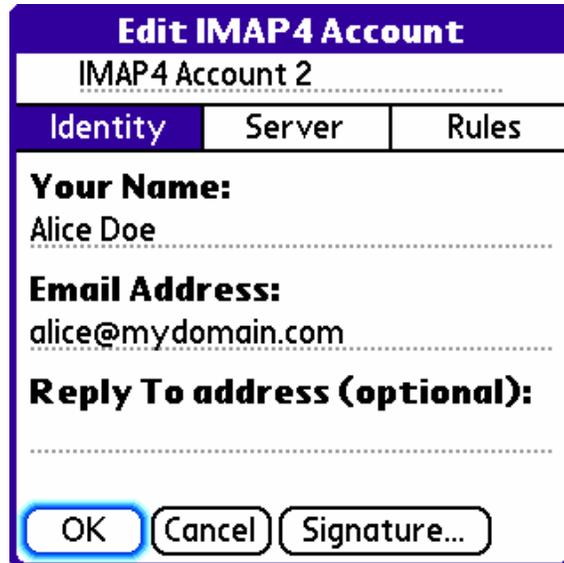
The image shows three sequential dialog boxes from the SnapperMail interface:

- Edit Accounts:** A dialog with a purple header. It contains a section "Compose new messages with:" with a dropdown menu showing "Account 1". Below it is a section "Receive mail from:" with two checked checkboxes: "Account 1" and "IMAP4 Account 2 (Inbox)".
- New Account:** A dialog with a purple header. It features a question mark icon and the text "Create a POP3 or an IMAP4 account?". At the bottom are three buttons: "POP3...", "IMAP4..." (highlighted with a blue border), and "Cancel".
- Edit IMAP4 Account:** A dialog with a purple header. The title bar shows "Account 2" in yellow. It has three tabs: "Identity" (selected), "Server", and "Rules". The "Identity" tab contains fields for "Your Name:", "Email Address:", and "Reply To address (optional):", each followed by a dotted line for input. At the bottom are three buttons: "OK" (highlighted with a blue border), "Cancel", and "Signature..."

You can change the name at the top of the form. This name is used to identify the account and also to sort into alphabetical order.

Configuring your Identity

The IMAP4 account name, your identity and signature for IMAP4 accounts should be configured in exactly the same manner as is done for [POP3 accounts](#). Example field entries are shown below.



Edit IMAP4 Account
IMAP4 Account 2

Identity	Server	Rules
----------	--------	-------

Your Name:
Alice Doe

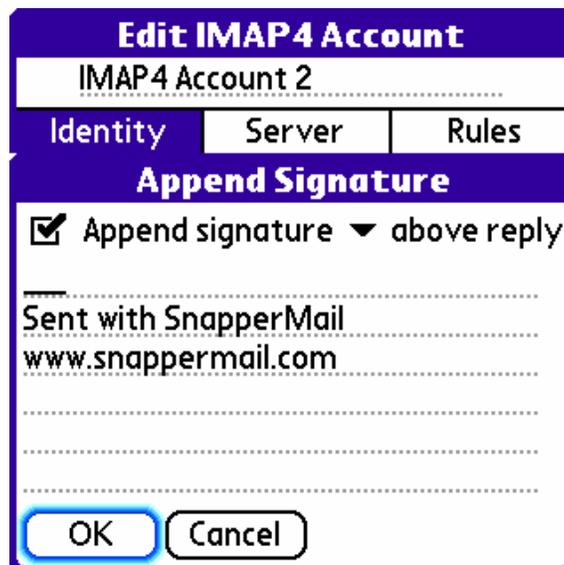
Email Address:
alice@mydomain.com

Reply To address (optional):
.....

OK Cancel Signature...

Configuring a Signature

Selecting the Signature button will allow you to edit and append a signature to outgoing messages from this account. You can configure the signature to be placed above the quoted reply, or at the very bottom of the reply.



Edit IMAP4 Account
IMAP4 Account 2

Identity	Server	Rules
----------	--------	-------

Append Signature

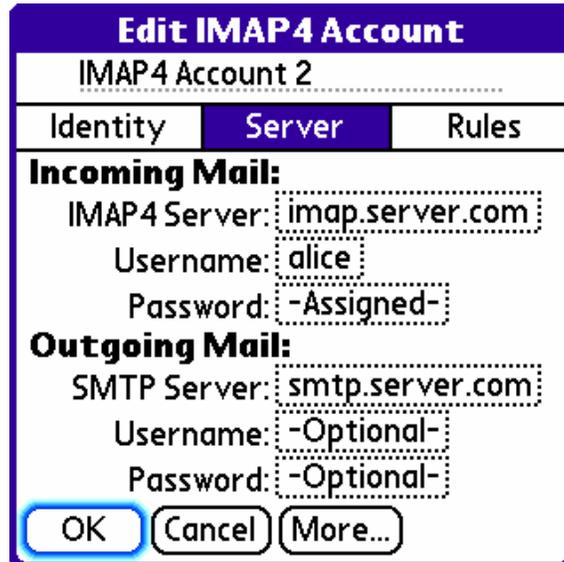
Append signature ▼ above reply

.....
Sent with SnapperMail
www.snappermail.com
.....
.....
.....

OK Cancel

Configuring your IMAP4 Server Settings

Under the Server section, you should enter the server settings provided by your ISP, email service provider, or your company system administrator. SnapperMail will use these settings to send and receive email. A list of settings for common ISPs and wireless carriers is available online at www.snappermail.com/support/isp.cfm.



Edit IMAP4 Account		
IMAP4 Account 2		
Identity	Server	Rules
Incoming Mail:		
IMAP4 Server:	imap.server.com	
Username:	alice	
Password:	-Assigned-	
Outgoing Mail:		
SMTP Server:	smtp.server.com	
Username:	-Optional-	
Password:	-Optional-	
OK Cancel More...		

Incoming Mail

- **IMAP4 Server:** Enter the IMAP4 server name as provided by your Internet Service Provider (ISP), email service provider, or company system administrator.
- **Username and Password:** Enter your IMAP4 server login name and password as provided by your Internet Service Provider (ISP), email service provider, or company system administrator.

Outgoing Mail

- **SMTP Server:** Enter the SMTP server name that SnapperMail will use to send mail. If the server is not the one specified by your mobile internet provider (or you experience [relay denied](#) problems), you will have to set the optional username and password as specified by the server administrator.
- **Username and Password:** You should use these optional setting if you want to use an SMTP server other than the one specified by your mobile internet provider. They allow SnapperMail to send email using any SMTP server you are authorized to use. You must use these settings if you experience [relay denied](#) problems.

Advanced Settings – Port Number, Encryption, Certificates

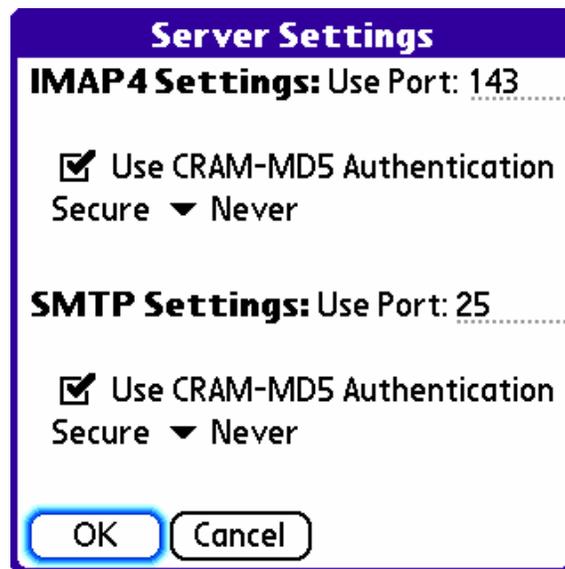
Selecting the More button in the Edit IMAP4 Account window above will take you to some advanced configurations. There are settings for encrypting your username and password, settings for encrypting all email sent and received, and settings for trusting the certificate used in the encryption process. The majority of users will not need to configure these settings, unless direct by their internet service provider (ISP).



CRAM-MD5 is a method of encrypting the username and password and is advisable if supported by the server to prevent your details being seen as they are transferred over the internet. They are not required if SSL or TLS security is used.

SnapperMail Premier and Enterprise Editions both support Secure Socket Layer (SSL) and Transport Layer Security (TLS) connections to your mail server. After the encryption is established all data is encrypted including your username and password and your message content.

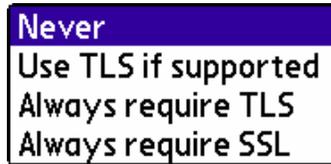
Security is negotiated with the help of certificates provided by the server. Server certificates can be verified by Certifying Authority (CA) certificates embedded into SnapperMail. Since SnapperMail runs on a handheld, only a limited number of CA certificates are included so it is sometimes not possible to verify some server certificates.



- **Use Port:** The standard settings are 143 for IMAP4 and 25 for SMTP. The setting may be changed automatically when you select a security setting. You should not alter this setting unless you have been advised to by your ISP.
- **Use CRAM-MD5 Authentication:** CRAM-MD5 authentication is a challenge/response authentication with encryption to hide your login details. You should only check this checkbox if your server supports this method of authentication.
- **Secure:** (PREMIER, ENTERPRISE) SnapperMail Premier and Enterprise Editions support Transport Layer Security (TLS) and its predecessor Secure Socket Layer (SSL) connections to your mail server. TLS means that security is negotiated after connecting to the server and requesting the server's capabilities in the same manner as if no security is used. SSL requires an alternate port and the server immediately negotiates security. You should select a security method if your mail server supports (or requires) a secure connection. You can use trial-and-error if you do not know what your server supports.
 - a) **Never:** Uses no encryption. It is advisable to check APOP or CRAM-MD5 with this option.
 - b) **Use TLS if supported:** Uses encryption if the server supports it, but not if the server does not support it.



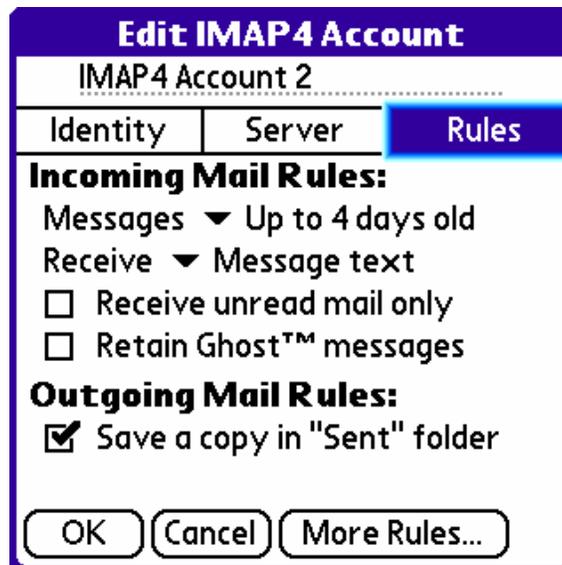
- c) **Always require TLS:** Uses encryption if the server supports it, or stop if the server does not support it. You would choose this if your server did not support SSL and you wanted to make sure your username and password were never transmitted without encryption. TLS is used commonly on corporate Microsoft Exchange servers.
- d) **Always require SSL:** Uses encryption on an alternate port (usually 993 for IMAP4 and 465 for SMTP). The port is changed automatically when you select this option. You would use this option if your server supports SSL as it is slightly faster to negotiate the security.



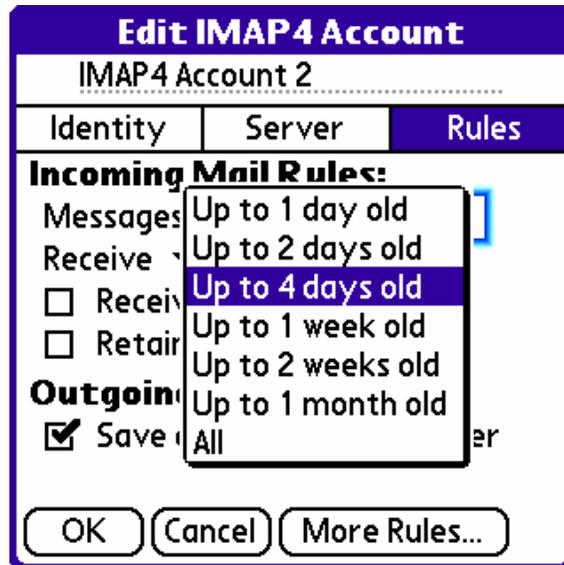
- **Always trust certificate:** Check this setting if SnapperMail cannot verify the server certificate because it does not have the Certifying Authority (CA) certificate that was used to create the server certificate. First try doing a Send/Receive with this setting unchecked.

Configuring your Mail Rules

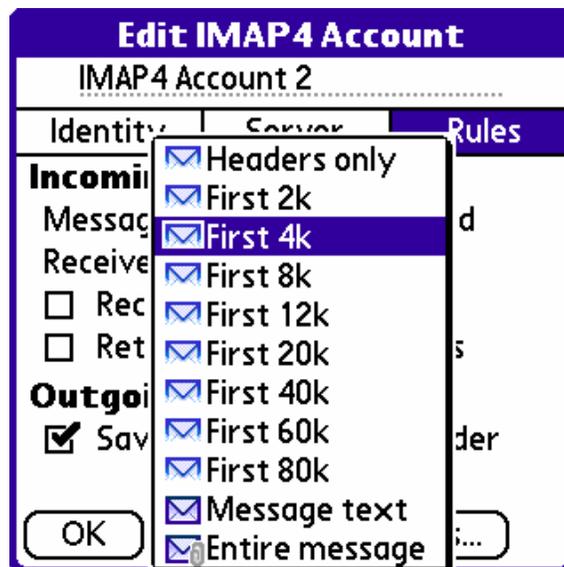
Under the Rules section you can configure the rules SnapperMail will follow when sending and receiving mail.



- **Messages:** IMAP4 servers may contain thousands of messages dating back many months or years. To prevent delays and bandwidth usage associated with accessing the full mailbox, you can define an “**Active Window**” which limits the access to only the very latest messages. Any messages outside of this Active Window time frame will be ignored.



- **Receive:** Set this value to define how much of each message to receive.
 - a) **Headers Only:** This will get only the message header, i.e., the Subject, To, From, Cc, and other envelope information.
 - b) **First ??k:** This will access up to a certain amount of the message.
 - c) **Message Text:** This will get only the message body, ignoring any attachments.
 - d) **Entire Message:** This will get the whole message including all attachments.



- **Receive Unread Mail Only:** If this is checked, only unread mail will be received. This will speed up your Send/Receive and reduce data usage by ignoring messages that have been already read, for example, at your work. Note that messages that are read will be removed from the handheld on the next Send/Receive if they are still within the Active Window. You should check Retain Ghost™ Messages to prevent this from happening.
- **Retain Ghost™ Messages:** Ghost Messages are messages that have been received in the past and are now outside the Active Window, are no longer online because they have been deleted, or have been read and you have checked Receive Unread Mail Only. If



this setting is checked, Ghost Messages will not be removed from your local SnapperMail messages. Instead those messages will be retained as gray colored in the message list. This is very handy if you want to keep a history of messages for reference. It is especially useful when your Active Window is configured to be small for the purpose of speeding up synchronization. When used in conjunction with [memory card message storage](#), it is possible to retain years of past messages for reference.

- **Save a copy in Sent folder:** Check this box to save a copy of all outgoing messages to the Sent folder for this account. The Sent folder can be configured with the corresponding Sent mailbox on the server.

More Rules

Selecting the More Rules button will take you to a form to configure your Bcc settings.

Edit IMAP4 Account

IMAP4 Account 2

Identity	Server	Rules
----------	--------	-------

Incoming Mail Rules:

Messages ▼ Up to 4 days old

Receive ▼ First 4k

Receive unread mail only

Receive unread mail only

More Mail Rules

Bcc a copy of outgoing mail to:

.....

OK Cancel

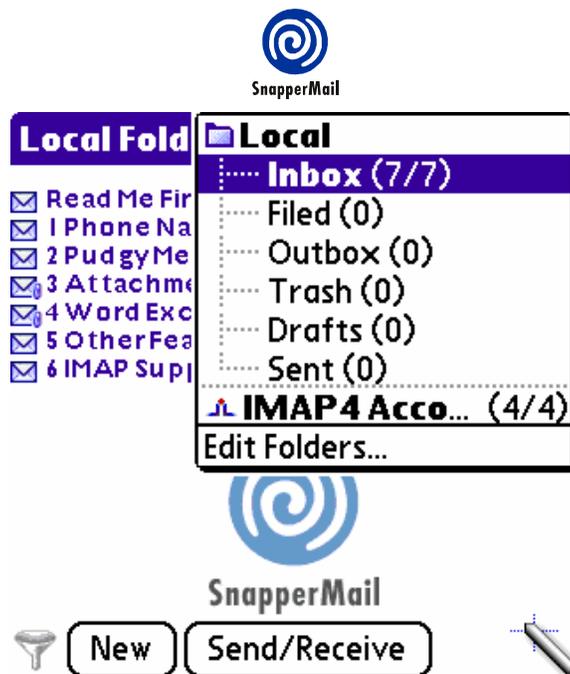
Blind Cc allows you to send a copy of a message to another email address without other recipients of the message knowing. If you fill in this section, a copy of every outbound message will be sent to the configured email address. This option is handy for people who want to send a copy of all outbound messages to their desktop for record keeping.

Configuring your Folders (STANDARD, PREMIER, ENTERPRISE)

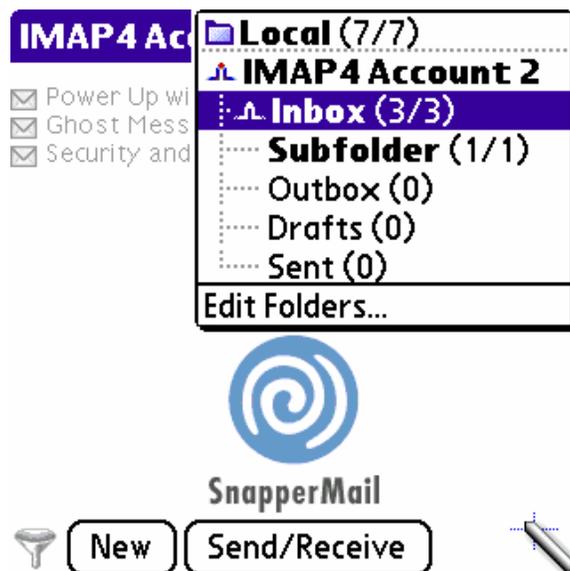
The Folder Trees

The top, mid-right of the screen in the [Message List](#) displays the name of the folder that is selected. Selecting this indicator will pop up the Folder Tree.

From here you can navigate between folders (and IMAP4 accounts) as well as configure your folders using the Edit Folders form.



- **The Local Folder Tree:** At the top of the list is the Local Folder Tree marked with a small folder icon to the left (📁). It is within this folder tree that all POP3 messages are placed. With the Standard, Premier and Enterprise editions of SnapperMail, you can create additional folders under the Local tree and put messages from different accounts into them. This can even be done automatically during message download.



- **IMAP4 Folder Trees and Online Folders:** IMAP4 accounts (ENTERPRISE) are displayed as separate folder trees with a server icon to their left (📡). Within IMAP4 folder trees are two possible types of folders: online folders which are associated with a remote mailbox on the server, and ordinary folders which are not. Online folders are marked with a small server icon (📡) to the left.
- **Message Counts:** Any folder containing unread messages will be displayed in bold font. The number in parentheses to the right of the folder name is the count of messages within the folder. If there are unread messages in the folder, two numbers separated by

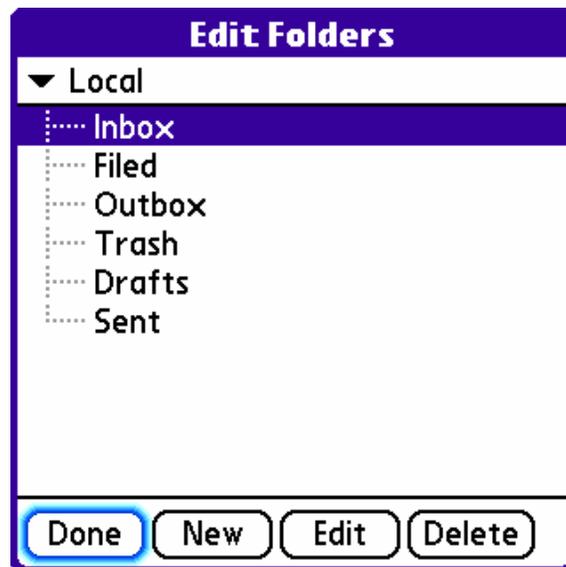


a slash will show. The first number is the unread count, and the second number is the total number of messages in the folder.

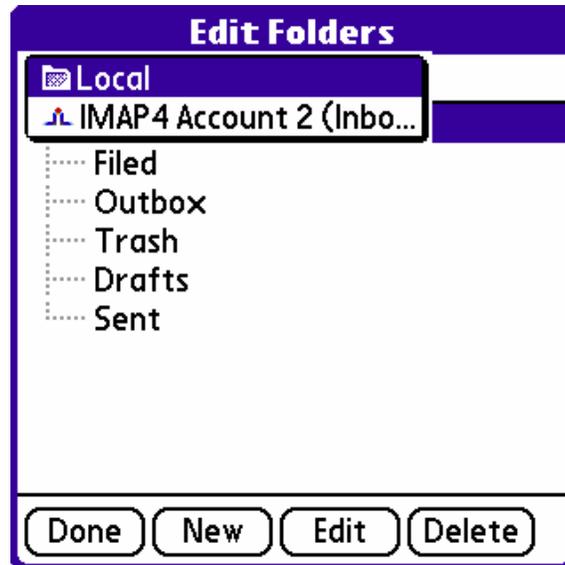
- **Switching Folders:** Switching between folder trees will automatically expand the active folder tree, and it will collapse all others to save room. Pressing the left direction on the 5-way navigator (if your device is so equipped) will compact the current folder tree allowing you to select another tree more easily.



To edit your folders, select the Edit Folders option at the bottom of the Folder Tree list. This will take you to the Edit Folders form where you can create and edit folders.



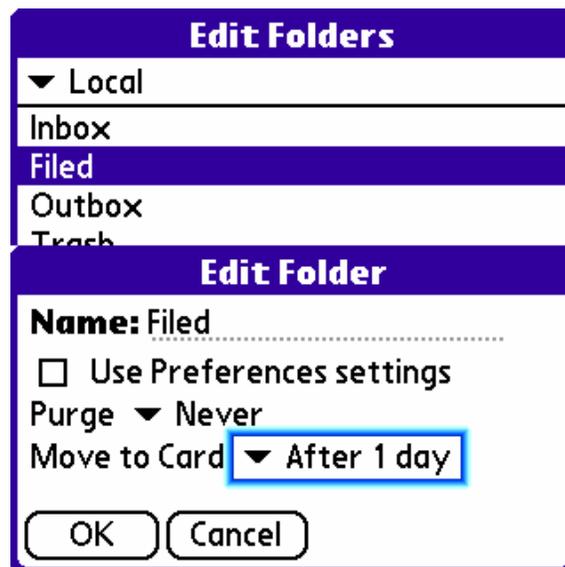
If you have more than one folder tree (i.e. more than just the Local Folder tree) you can switch between folder trees with the control at the top of the form. Each IMAP4 account (ENTERPRISE) will have a corresponding folder tree.



You can create new folders under the currently selected tree using the New button at the bottom of the form. The highlighted folder can be edited or deleted with the Edit or Delete buttons.

Setting up Local Folders

Local folders hold messages in your handheld memory or expansion card (if so equipped). POP3 accounts can be configured to receive messages into any of the local folders and the messages can be moved between folders. Local folders are created in the Local Folder tree. Local folders can be configured with a number of options depending which edition of SnapperMail you have.



- **Name:** At the top of the folder configuration form you can specify the folder name. This can be any name you wish. It is a good idea to use short names in fitting with the limited screen space on your mobile device.
- **Use Preferences setting:** You can nominate storage preferences for each folder you create. This can be set with the checkbox to use the settings of the Storage tab of your



[Preferences](#), or you can specify particular settings for this folder. If the checkbox is unchecked, further options will appear below.

- **Purge:** This controls when old messages in this folder will automatically be deleted from the handheld. You may choose to keep all messages. Please note that unless you consistently purge mail manually or opt for memory card storage of old mail, you will eventually run out of memory.
- **Move to Card:** This controls when messages are moved to the vast storage reserves of your memory card to save built-in device RAM (PREMIER, ENTERPRISE).

Setting up Online (IMAP4) Folders (ENTERPRISE)

Online folders within IMAP4 accounts synchronize with mailboxes on the server. In effect, they present a “live” view of the messages on the remote server including information about their state (such as read, replied, flagged, and deleted). Configuring an online folder is much like configuring a local folder with a few additional options.

Edit Folder

Name: Storage.....

Use Preferences settings

Purge ▼ Never

Move to Card ▼ Never

Mailbox: -Unassigned-

OK Cancel

The first four settings are the same as those for [Local Folders](#). The other settings are as follows:

- **Mailbox:** Initially folders within an IMAP4 account are not configured to map to a mailbox on the remote server. In this case, this box will show -Unassigned- and the folder will behave as a Local Folder. To set this folder up to be associated with a remote mailbox, select this box. You will then be prompted either to browse for the mailbox on the remote server or to manually enter the mailbox path.



Edit Folder

Name: Storage

Use Preferences settings

Purge ▼ Never

Move to Card ▼ Never

Find Mailbox

 **Would you like to browse the server for an online mailbox, or enter it manually?**

Unless you specifically know the verbose mailbox path, the simplest method is to browse for it.

Browse Mailboxes

INBOX

 INBOX 

-  Drafts
-  Junk
-  Sent Items
-  Storage
-  Trash

You will need to be connected to the Internet in order to browse the remote server. Once you have selected the mailbox, that folder will become an online folder. It will appear with a server icon to the left of the folder name when viewing the Folder Tree. Online folders have additional settings which can be configured at the bottom of the folder configuration form.



Edit Folder

Name: Storage

Use Preferences settings

Purge ▼ Never

Move to Card ▼ Never

Mailbox: INBOX.Storage

Use Account settings

Messages ▼ All

Receive ▼ Entire message

Receive unread mail only

Retain Ghost™ messages

OK Cancel

You may opt to use the rules as defined in the corresponding [IMAP4 account](#), or you can specify particular rules for this subfolder.

- **Messages:** IMAP4 servers may contain thousands of messages dating back many months or years. To prevent unnecessary delays and bandwidth usage associated with accessing the full mailbox, you can define an “**Active Window**” which limits the access to only the very latest messages. Any messages outside of this Active Window will be ignored.
- **Receive:** Set this value to define how much of each message to receive.
 - a) **Headers Only:** This will get only the message header, i.e., Subject, To, From, Cc, and other envelope information.
 - b) **First ??k:** This will get up to a certain amount of the message.
 - c) **Message Text:** This will get only the message body, ignoring any attachments.
 - d) **Entire Message:** This will get the whole message including all attachments. (Note: Attachments must be fully downloaded in order to be accessible.)
- **Receive Unread Mail Only:** If this is checked, only unread mail will be received. This will speed up your Send/Receive and reduce data usage by ignoring messages that have been already read, for example, at your work. Note that messages that are read will be removed from the handheld on the next Send/Receive if they are still within the Active Window. You should check Retain Ghost™ Messages to prevent this from happening.
- **Retain Ghost™ Messages:** Ghost Messages are messages that have been received in the past and are now outside the Active Window, are no longer online because they have been deleted, or have been read and you have checked Receive Unread Mail Only. If this setting is checked, Ghost Messages will not be removed from your local SnapperMail messages. Instead those messages will be retained as gray colored in the message list. This is very handy if you want to keep a history of messages for reference. It is especially useful when your Active Window is configured to be small for the purpose of speeding up synchronization. When used in conjunction with [memory card message storage](#), it is possible to retain years of past messages for reference.

Sending and Receiving Mail

Manual Mail Delivery

SnapperMail can send and receive mail in two modes, either manually or automatically. In this section we will describe manual delivery.

Send, Receive, and Receive from One Account

To manually prompt SnapperMail to send or receive, use one of the menu options under the Accounts section of the menu bar. There are five options:

Messages	Accounts	Options
Send...		⇧Z
Receive...		⇧A
Receive One Account...		⇧O
Receive This Folder...		⇧L
Send And Receive...		⇧M

New Account...		
Edit Accounts...		⇧H

Online Search...		Alt
Clean Up Search		
Toggle Search Results		

Please note, the bottom three entries may not appear if the current folder is not an online folder with a corresponding IMAP server mailbox ([ENTERPRISE](#)).

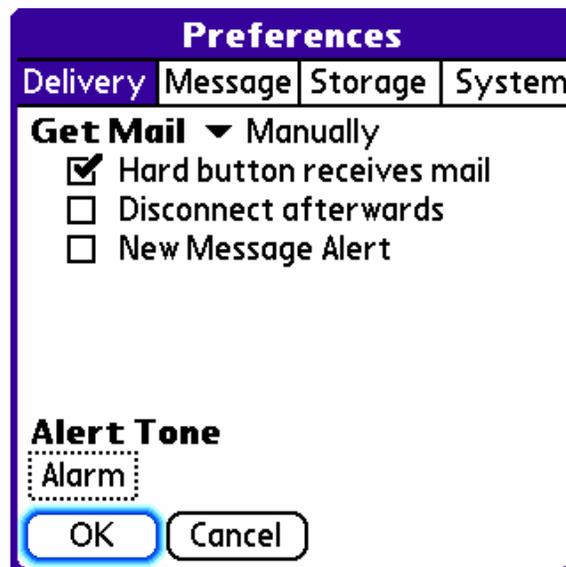
- **Send...:** This menu option will trigger SnapperMail to send all the messages you have composed in the Outbox. If you have multiple outgoing messages in multiple accounts, they will all be sent.
- **Receive...:** The Receive option will receive mail from all of your selected accounts (and selected IMAP4 folders). Your selected accounts are the accounts that have been checked in the [Edit Accounts](#) form.
- **Receive This Folder...:** This option will receive messages only from the selected folder that you are viewing in the Message List. The SnapperMail folder must have a corresponding remote server mailbox (IMAP4) or account (POP3).
- **Receive One Account...:** To quickly poll one of your accounts or online folders for new mail, you should use this option. It will bring up a list of your accounts and online folders, prompting you to select one to receive. The receive operation will begin immediately when you select an account.



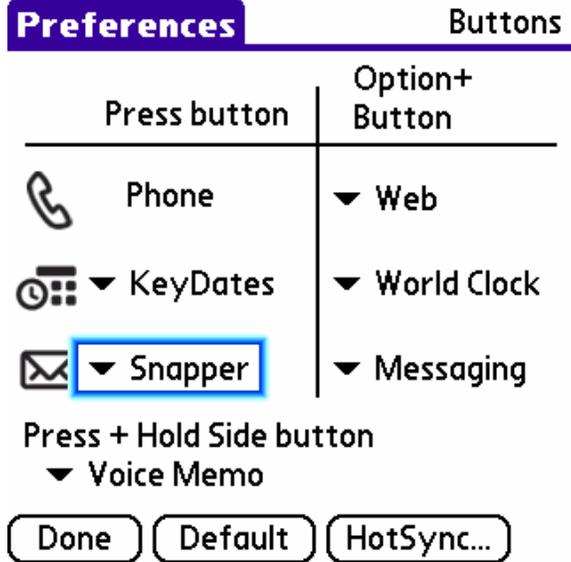
- **Send and Receive...:** This menu option will send all of your Outbox messages, and then it will get mail messages from your selected accounts in a single operation. You can also select the Send/Receive button at the bottom of the Message List (i.e. the main SnapperMail screen) to initiate this option.

Initiating Mail Delivery with a Hard Button

You can also receive email by the press of a single button on your PDA or smartphone. To do this, go to the Preferences form by selecting the Preferences option in the Options menu. Switch the Get Mail option to the Manually choice. Then check the Hard button fetches mail option.

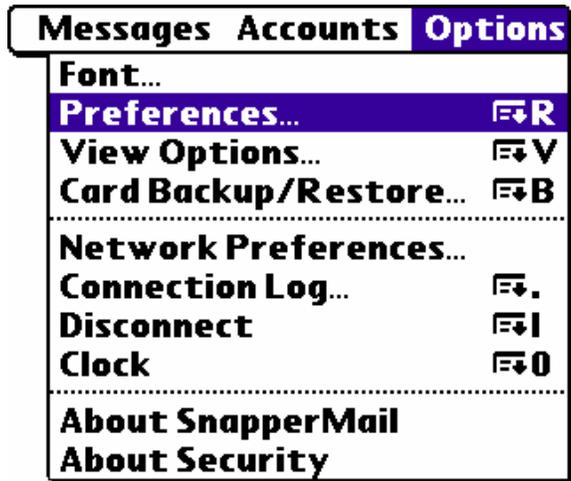


Make sure you map SnapperMail to one of your hardware buttons in your PDA's system preferences. Exit SnapperMail and run the Prefs application. There you can configure which applications to launch when a hardware button is pressed.



Configuring your Manual Delivery Preferences

You can configure specific manual mail delivery settings in your Preferences. Select the Preferences menu.



Under the Delivery section of the Preferences form, switch the top Get Mail control to Manually. A number of manual delivery options will appear.



- **Hard Button Receives Mail:** This option enables mail delivery via a [press of a hardware button](#).
- **Disconnect Afterwards:** If this option is checked then the Internet connection is disconnected at the end of the mail delivery operation.
- **New Message Alert:** If this option is checked, then you will be alerted as new messages come in.
- **Alert Tone:** This setting configures the alert tone that is played when new messages arrive. It will only sound when the New Message Alert checkbox (above) is activated, and when the PalmOS System sound preference is set to Low, Med or High.

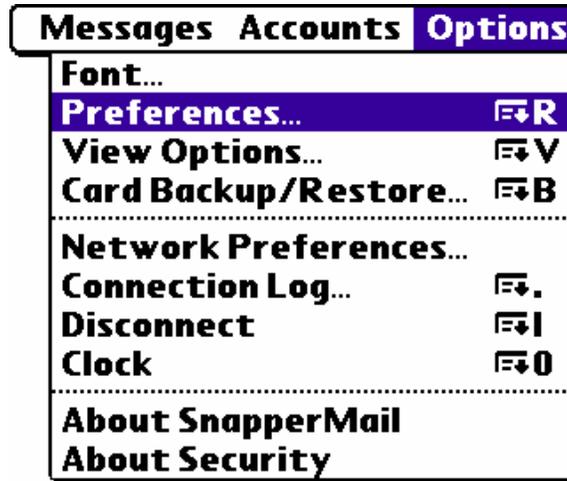
Automatic Mail Delivery (STANDARD , PREMIER, ENTERPRISE)

SnapperMail can be configured to receive messages automatically when the handheld is not in use. In this mode, SnapperMail wakes up the handheld and fetches your mail at periodic intervals. If any new messages are found, then SnapperMail can alert you. This feature is not available on SnapperMail Lite Edition.

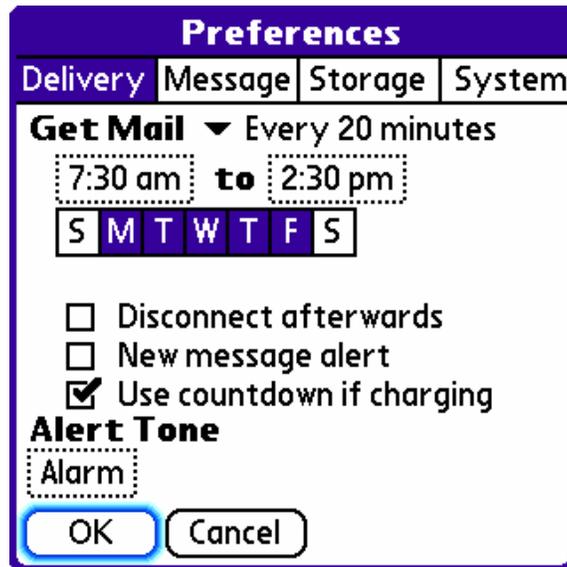
Note that SnapperMail will not fetch mail while your handheld is turned on. If SnapperMail is scheduled to perform an automatic delivery operation while your handheld is in use, it will delay the operation until approximately four minutes from the time you turn off your handheld.

Configuring Your Auto Delivery Preferences

To configure automatic mail delivery, select the Preferences option in the Options menu.



Under the Delivery section of the Preferences form, there are a number of options which define your automatic delivery behavior.



- **Get Mail:** This area defines the frequency at which mail is checked. Frequent mail checking will drain your batteries at a faster rate. If Manually is selected, then automatic delivery switches off and different options are displayed.
- **Scheduled Time and Days:** In this area you can configure the times of the day and the days of the week automatic mail delivery is active.
- **Check phone is on:** Some devices show this option if they do not have an integrated phone, for example, PalmOS Treo devices have a built-in phone and do not show this option. It may take a long time to check whether a phone connection is available, for example, via BlueTooth.



- **Disconnect afterwards:** If this option is checked, then the Internet connection is disconnected at the end of auto mail delivery. This is particularly important for users who are charged per minute on data connections, or to help preserve battery power.
- **New Message Alert:** If this option is checked, then you will be alerted as new messages come in after the receive operation is complete.
- **Use countdown if charging:** SnapperMail only performs automatic mail delivery when the device is off. Check this option to make SnapperMail attempt auto-delivery if the device is in a charger, such as in a car, and stays on all the time. You can cancel the countdown if you are actually doing something when the auto-delivery countdown starts.
- **Alert Tone:** This setting configures the alert tone that is played when new messages arrive. It will only sound when the New Message Alert checkbox (above) is activated, and when the PalmOS System sound preference is set to Low, Med or High.

Mail Delivery Progress Display

When a mail delivery has been initiated, SnapperMail displays a comprehensive form showing the progress. Initially, SnapperMail will check to see which messages are on the server, and it will look for new messages that have not been downloaded before.

Once SnapperMail has determined which messages on the server are new, it will begin downloading the messages. As messages are downloaded, the sender and subject of each one are displayed on the screen. SnapperMail also makes an estimate of the time required to complete the delivery operation for the current account.



You can skip the current message by selecting the Skip Message button. Any portion of that message that has already been downloaded will be stored, and it will be available for viewing afterwards. SnapperMail will move on to downloading the next message, if one exists, from the same account.



If you are receiving from more than one account, you may skip the current account and move on to the next account by selecting the Skip Account button. The entire fetch operation can be cancelled at any time by selecting the Cancel button.

After downloading new messages, SnapperMail will delete the messages marked to be deleted.

If, during any part of the send and receive process, an error occurs, SnapperMail will display an error form.



You may select the View Log button and check out the errors in the [connection log](#).

Managing your Mail

Message List Icons

Management of your mail is carried out primarily in the Message List. On the left are icons that show information about the message and optionally about its status on the server.

Message Icons

The message icons provide information about the message status. The indications are whether it has been fully or partially downloaded, whether it has been replied to or not, and whether it contains attachments.

-  **Message text (body) fully retrieved**
-  **Message text (body) partially retrieved**
-  **Attachment:** Attachment(s) may show even if they have not been fully retrieved.
-  **Replied To**
-  **Forwarded**
-  **Flagged:** Seen only in IMAP4 online folders ([ENTERPRISE](#)).
-  **Message content stored on the memory expansion card:** Message header information is still kept in the main RAM (memory) of the device.
-  **Ghost™ Message** ([ENTERPRISE](#)): A [Ghost message](#) is no longer online, or it is outside of the current [Active Window](#) of the folder. These are only seen in IMAP4 online folders.

Server Icons

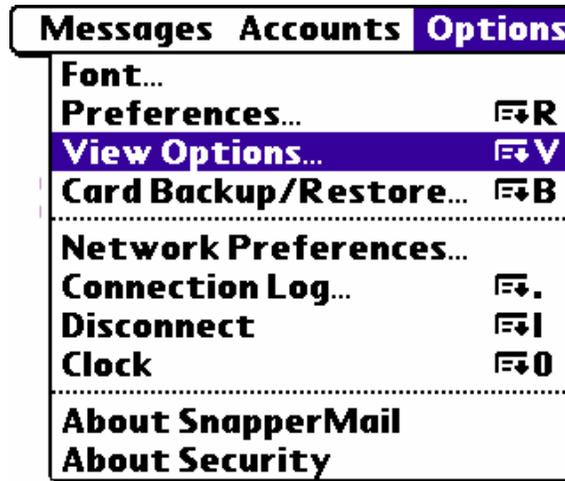
SnapperMail can be configured to display Server Icons, which are handy for seeing queued actions to be performed on the server. You can queue up any number of actions, even while you are out of internet connectivity or cell phone coverage, and these actions will be executed when during the next Send/Receive. In order to see these icons, the Show server icons checkbox should be checked in [View Options](#).

- **Message is on the server:** A dot indicates the message is on the server. If this area is blank then the message is no longer on the server.
- ✘ **Delete from server:** Indicates that the POP3 message is queued to be removed from the server on the next connection. For IMAP4 online folders, deleted messages are not marked with an “x” because they are not removed from the server until they are purged. Instead they are displayed with a strike-through and are simply marked deleted on the server.
- ↓ **Tag to fetch more:** On the next server connection, the message body will be retrieved.
- ↓ **Tag to fetch entire message:** On the next server connection, the entire message will be retrieved (including attachments).

- ↑ **Upload message:** On the next server connection, this message will be sent or uploaded to the server.

Configuring the Server Icons

The Message List is configurable from the View Options option in the Options menu.



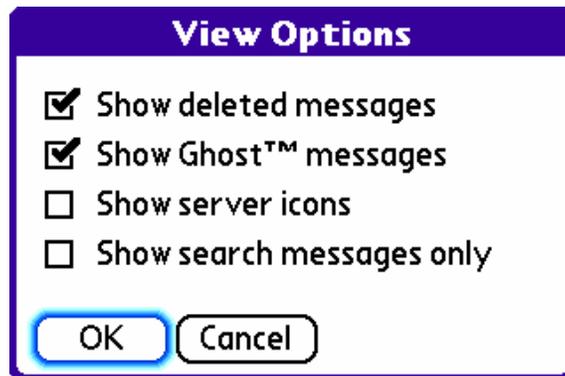
The options differ depending on whether the folder is a local folder (shown below) or an online (IMAP4) folder (shown on the next page).

In local folders, you can switch the server icons on or off.



- **Show server icons:** This option will show the [server icons](#).

For IMAP4 online folders, you can configure more options.



- **Show deleted messages:** For online folders, this option will display messages marked deleted on the IMAP4 server with a strikethrough (**ENTERPRISE**).



SnapperMail

- **Show Ghost™ messages:** For online folders, this option will display Ghost messages. These are messages that are outside the [Active Window](#) of the folder or messages that are no longer online. They are displayed as grayed out messages (ENTERPRISE).
- **Show server icons:** This option will show the server icons.
- **Show search messages only:** After performing an online search of the server mailbox corresponding to this folder, some messages may have been downloaded and marked indicate that they were found by the search. This option hides all the other messages in the folder so that the search results can be viewed (ENTERPRISE). It performs exactly the same function as the Toggle Search Results option in the Accounts menu.

Customizing the Message List

The columns displayed in StylusNav Mode are highly configurable.

	Local Folder	Inbox	Signal	Battery
<input checked="" type="checkbox"/>	Read Me First!	support@	04/02	1.1k
<input checked="" type="checkbox"/>	1 Phone Navigatio	support@	04/02	1.1k
<input checked="" type="checkbox"/>	2 Pudgy Messages	support@	04/02	65k
<input checked="" type="checkbox"/>	3 Attachments	support@	04/02	295k
<input checked="" type="checkbox"/>	4 Word Excel Pow	support@	04/02	505k
<input checked="" type="checkbox"/>	5 Other Features	support@	04/02	1.2k
<input checked="" type="checkbox"/>	6 IMAP Support	support@	04/02	0.5k



Column Width

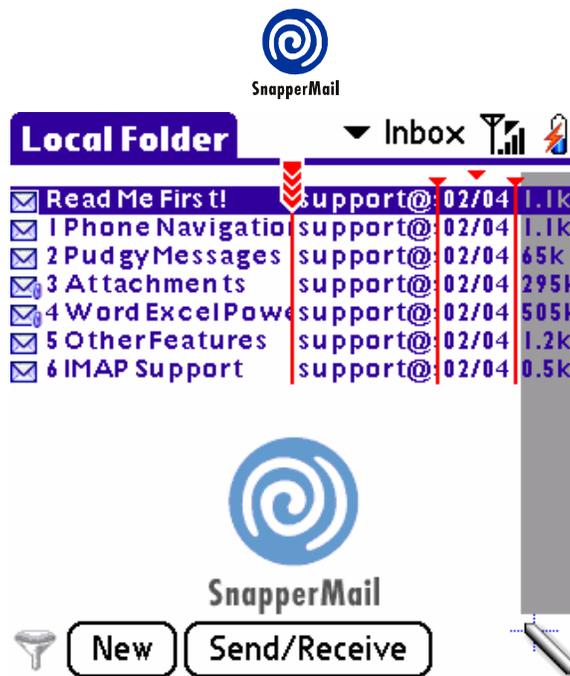
Each column can be resized by dragging the column divider.

Columns Displayed

To display fewer columns, simply move the columns you do not want to see to the right of the screen. Then resize the columns to the left so that the unwanted columns disappear from view off to the right. You can bring a column back into view by dragging from the right edge of the screen towards the left.

Column Order

The order of the columns can be adjusted by dragging the top area of a column you wish to move. The selected column will highlight, and an arrow will indicate the target position as you drag the column.



Message Order

Your messages can be sorted by tapping the top of the desired column in StylusNav mode. A little triangle above the middle of one of the columns will indicate by which column the message list is currently being sorted. You may tap this arrow to reverse the sort or tap above another column to select a different column by which to sort the message list. The messages displayed in FingerNav mode will follow the same sort order.

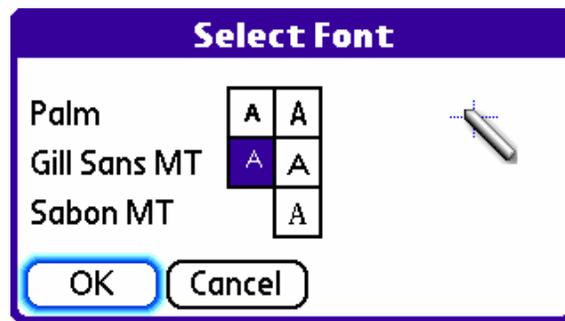
You may sort by Date, Subject, Sender, Size, Message Status, and Server Status. New incoming messages will be inserted into the message list according to this sort preference.

You may also perform a multi-column sort order.. Simply sort by the first column (for example, Date) and then by the next column, (for example, Subject).. The Date sort order will be maintained within the Subject sort order.

Fonts

New in version 3.0

The Message List has both Stylus and FingerNav modes. The font for each mode can be configured independently by using the Font option in the Options menu.



Please note, Gill Sans MT and Sabon MT fonts may not appear if they are not available on your device.



Working with your Messages

Deleting Messages from Local Folders

Local folders are found within the Local Folder Tree (where all POP3 messages are placed) or within (IMAP4) online folder trees. Local folders within an online folder tree behave exactly the same as one within the Local Folder Tree.

Deleting Messages from Your Handheld Device

Completely removing messages from your local folders is normally a two-step process. Messages are moved to the special Trash folder under the Local Folder Tree, and the Trash folder is then emptied. These operations do not normally affect the messages on the remote server (for POP3 accounts).

The [Server Icons](#) will show you whether the message will be deleted from the server. The server deletion options determine whether messages are automatically deleted from the POP3 server when they are moved to Trash. Those options are accessed from the More Rules button at the bottom of the Rules section in [POP3 Account Settings](#).

To move a message to Trash, select the Move to Trash option in the Messages menu, Quick Keyboard Navigation, or access the same action by a tap on the Message Status icon or tap-and-hold elsewhere on the message. You can configure the Trash folder to automatically empty old messages by configuring its storage preferences.

Deleting Messages from the Server

For messages that come from POP3 accounts, you can queue a message to be removed from the server at the next Receive operation by selecting on the Server Icon (StylusNav Mode only) until the **X** icon shows. Selecting-and-holding on the message and selecting the Delete Off Server action will achieve the same results (this works in FingerNav mode too).

The server deletion options determine whether messages are automatically deleted from the POP3 server. The server deletion options are accessed from the More Rules button on the Rules tab in your [account settings](#).

Deleting Messages from Online (IMAP4) Folders (ENTERPRISE)

IMAP4 folders work differently than local folders, which are normally associated with POP3 accounts. In the IMAP4 world, messages on the server can be marked as Deleted (and hence they can be Undeleted by removing the deleted status). Deleted messages can then be purged from the server with the Purge Deleted option in the Messages menu. Marking messages as 'deleted' is analogous to sending them to Trash within the account. The 'Purge' command is analogous to emptying the Trash.

To see your deleted messages, make sure Show deleted messages is checked in [View Options](#).



Deleted messages are displayed with a strikethrough. You can delete and undelete messages using the corresponding menu options, Quick Keyboard Navigation, or the pop-up contextual menu.

To purge messages that have been marked as deleted, set up SnapperMail to purge your messages on the next Send/Receive under the Purge Deleted menu option.



This configuration option is specific to each online IMAP4 folder. By default, it is set to Never for all online IMAP4 folders. This option must be changed to On next Send/Receive manually for each online IMAP4 folder that you wish to delete and purge messages from both SnapperMail and the server.

Only messages that are online (shown in blue) can be deleted and undeleted. Gray Ghost messages may or may not be online and cannot be deleted through the normal IMAP4 delete and purge commands. To remove these messages which are located only on your device, use the [Junk command](#). To restore the ability to manage Ghost messages on the server, you must increase the [Active Window](#) for the account to include the desired messages and perform a Send/Receive.

The Junk Command

The Junk command is designed for getting rid of spam messages. In one action it deletes messages both locally and on the server. When invoking the junk command you are asked to confirm the action. This can be overridden in the Message tab of your [Preferences](#).

When invoking the Junk command on an IMAP4 message, it is marked as deleted on the server. The message on the server will not be removed until the folder is purged. When invoking the Junk command on a Ghost message, it will be immediately removed from SnapperMail without affecting the message on the server (i.e. if it exists and is outside the Active Window).



Marking Messages as Read/Unread

SnapperMail automatically tracks which messages you have read, leaving unread messages in bold. You can also manually mark messages as read or unread using the Mark Read and Mark Unread menu command, Quick Keyboard Navigation, or access the same action by a tap on the Message Status icon or tap-and-hold elsewhere on the message.

Flagging/Unflagging Messages

SnapperMail supports the flag attribute on IMAP4 servers. You can flag and unflag messages with the Flag/Unflag menu command, Quick Keyboard Navigation, or access the same action by a tap on the Message Status icon or tap-and-hold elsewhere on the message. (ENTERPRISE)

Multiple Message Selection

You may select multiple messages by a drag-select operation over multiple messages. You can then tap-and-hold on the selection to pop up a list of actions to perform on the selected messages. If you have multiple messages selected, you can easily extend the selection with another drag operation, starting from the last message that was highlighted in the previous drag-select operation. You can select all messages in a folder with the Select All option in the Messages menu.

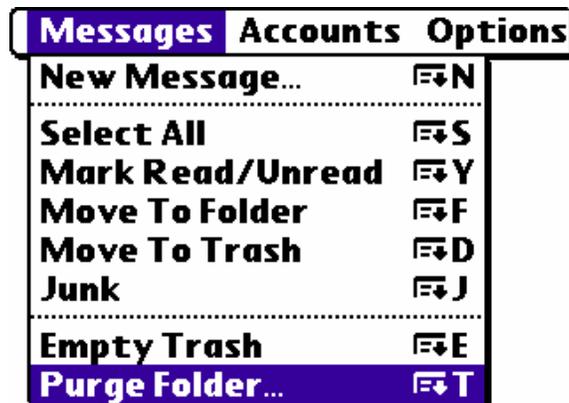
Multiple message selection on keyboard devices can be achieved by holding down the shift key and using the up or down button.

Discontinuous Selection

On Treo devices, you may make discontinuous selections by holding down the option (solid black/blue color, symbol-shift) key and tapping the screen to toggle the selected messages.

Purging Old Messages

Old messages can be purged (or deleted from your handheld device) using the Purge Folder option in the Messages menu.



From the Purge Folder form, you can select the age of old messages to purge.



SnapperMail



Purging messages is intended only to affect messages locally. Server messages may be affected as well if they are within the [Active Window](#) of an IMAP4 account. Messages that are still online, such as in the Inbox on the server of a POP3 account, can be purged but they will be downloaded again during the next receive operation. If you wish to save some messages in a certain folder while purging others in the same folder, the messages you wish to save will have to be moved to a different folder prior to the purge operation. Folders can automatically be purged by configuring the Storage tab of your [Preferences](#).



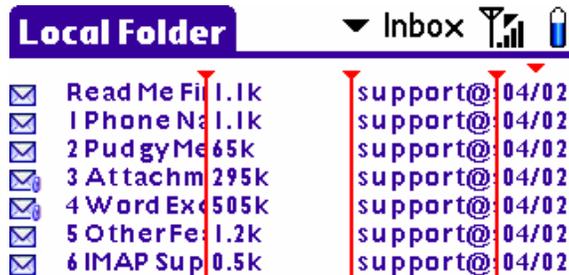
Searching Messages

There are three ways to search your messages. You can filter the messages in the Message List, use the standard Palm Find functionality, and search for messages online in the IMAP (ENTERPRISE) server mailbox and download them.

Message List Filter

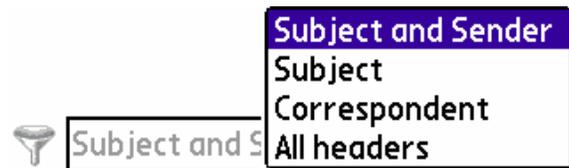
New in version 3.0

Select the Filter icon at the bottom left of the Message List to change the mode to Filter mode. You will see the Filter Criteria box appear with the Filter Header Field selection displayed in gray.



Filter Mode can be turned on and off at any time by selecting the Filter icon. The Filter mode is maintained even when switching between folders. All the usual scrolling and selecting functions of the message list can be used in Filter Mode. However, Quick Keyboard navigation is disabled (except scrolling using numbers 1 through 9 (as keys will cause the Filter Criteria box to be selected).

The control to the right of the Filter Criteria box allows the selection of various header fields.



- **Subject:** The Subject: header field.
- **Sender:** The From header field if the message is incoming, or the To header field if the message is outgoing.



SnapperMail

- **Correspondent:** Any of the From, Sender, or Reply-To header fields if the message is incoming, or the To or Cc header field if the message is incoming.
- **All headers:** All fields in the message header.

Please note, filtering by Correspondent or All header is much slower than filtering by Subject and Sender, or by Subject.

As letters are entered into the Filter Criteria box, the messages in the list will be filtered according to the criteria. Please note, the filter only matches letters at the start of words or names.



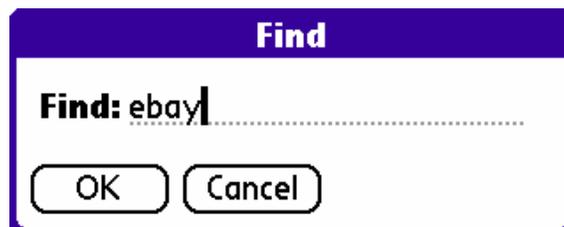
As letters are deleted from the Filter Criteria box, messages that were filtered out will be shown again.

Palm System Find

Your mail can be searched by tapping the system Find button on your handheld. This is usually seen on the silkscreen area where text input is entered. On keyboard devices, Find has a dedicated key. You may have to press and release the Option key (solid blue or black) on Treo devices before pressing the Find key.

Search all messages

To search all your messages, use the Find button from within the Message List (the main SnapperMail screen which shows your list of messages in the current folder). Enter the text you are looking for and select the OK button.





A list of matching results will come up. Ghost messages will be displayed in gray. Since the Find command is system-wide, the search will continue through other applications you have installed on your handheld device.



Selecting a message under SnapperMail in the search results form will take you to the message in the SnapperMail application.

Search within a message

You can search within the current message by using the Find button while inside the Message Reader. The results will contain matches within the current message, followed by matches in other messages. Finally, matches in other applications you have installed on your handheld device are shown last.



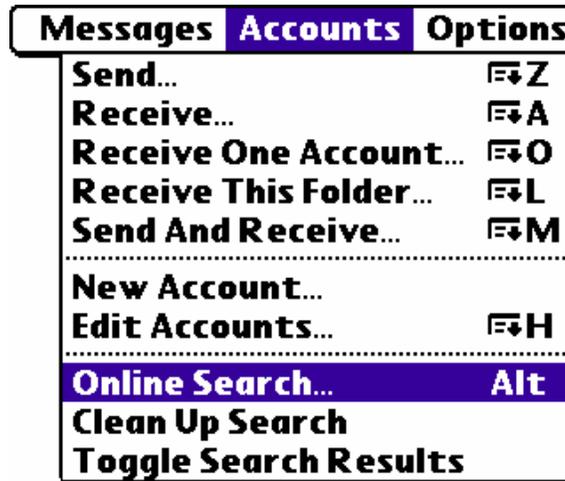


Online IMAP Server Mailbox Search

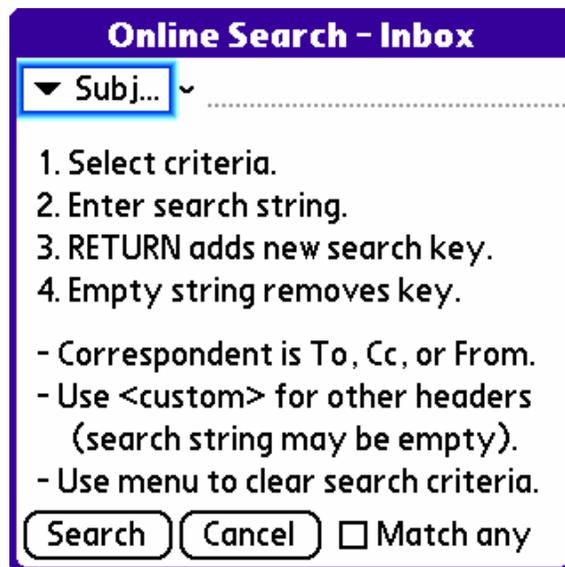
New in version 3.0

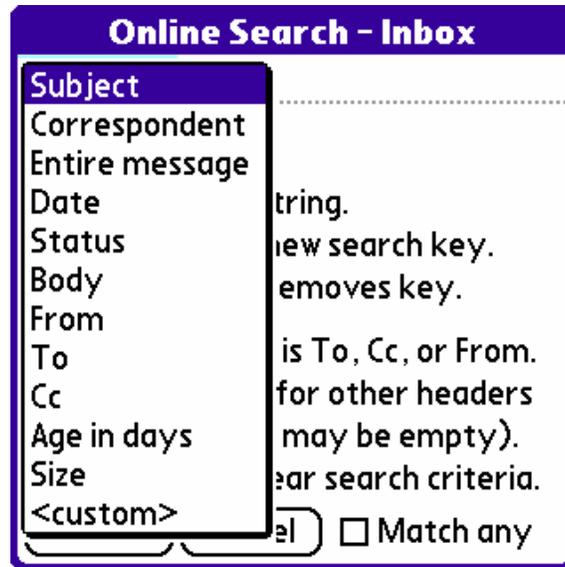
Most desktop email clients offer you the ability to search for messages on the server. SnapperMail (ENTERPRISE) also offers you this capability in a very simple and easy to understand fashion.

Ensure the current folder is an online IMAP folder (see [Setting up Online \(IMAP\) Folders](#)) then perform an online search by selecting the Online Search... option in the Accounts menu or using the Alt Quick Keyboard navigation key.



You will go to the Search Criteria form you enter simple or complicated criteria by which the server will search the messages in the online mailbox corresponding to the current folder.





The following message criteria can be searched:

- **Subject, From, To, Cc:** The respective header fields.
- **Correspondent:** Any of the To, From, Cc, or Bcc header fields.
- **Entire message:** The header and body of the message. Please note, this may be computationally intensive for the server and may be very slow.
- **Date:** The date when the message arrived at the server.
- **Status:** Whether the message is read, flagged, replied, marked for delete, or new.
- **Body:** The entire text of the message, not including the header.
- **Age in days:** The length of time between now and when the message arrived at the server. It is similar to specifying the Date.
- **Size:** The size of the message in kilobytes (kB) or megabytes (MB).
- **<custom>:** Allows you to enter your own header field name, for example, X-Spam.

After selecting the message detail criteria, choose comparison criteria from the list that is displayed.

Searching by header field



- **Contains (~):** Indicates that the server should search for messages with the header field containing the specified text.



- **Doesn't contain (!)**: Indicates that the server should search for messages with the header field not containing the specified text.

Searching by date



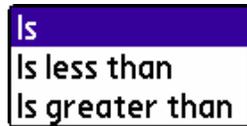
- **Is (=)**: Indicates that the server should search for messages that arrived at the server on the specified date.
- **Is before (<)**: Indicates that the server should search for messages that arrived at the server earlier than the specified date.
- **Is after (>)**: Indicates that the server should search for messages that arrived at the server later than the specified date.

Searching by status



- **Is (=)**: Indicates that the server should search for messages with the specified status.
- **Is not (#)**: Indicates that the server should search for messages with the opposite status to that specified.

Searching by age in days



- **Is (=)**: Indicates that the server should search for messages that arrived at the server on the specified number of days ago.
- **Is before (<)**: Indicates that the server should search for messages that arrived at the server earlier than the specified number of days ago.
- **Is after (>)**: Indicates that the server should search for messages that arrived at the server later than the specified number of days ago.

Searching by size





- **Is smaller than (<):** Indicates that the server should search for messages with a size less than the specified size.
- **Is larger than (>):** Indicates that the server should search for messages with a size greater than the specified size.

Entering search text criteria

The search text can be anything you are searching for.

Online Search - Inbox

▼ Subj... ~ forgot

1. Select criteria.
2. Enter search string.
3. RETURN adds new search key.
4. Empty string removes key.

- Correspondent is To, Cc, or From.
- Use <custom> for other headers (search string may be empty).
- Use menu to clear search criteria.

Search Cancel Match any

Entering a RETURN character will add a new search key.

Online Search - Inbox

▼ Subj... ~ forgot

▼ Date > 12-Dec-2009

▼ Stat... #

- Read
- Flagged
- Replied
- Marked for delete
- New

Search Cancel Match any

Performing the Online Search

Selecting the Search button will perform the search after connecting to the IMAP server.



The number of messages found by the search will be reported. You can specify how much of each message to download by selecting the Receive control.

Select the Receive button to download the message content.

Viewing the Search Results

After the online search has completed, you will be returned to the Message List in Search Results mode. Messages found during the search are marked with a magnifying glass.



In Search Results mode, the title changes to display Search Results. You can turn Search Results mode on and off by selecting the Toggle Search Results option in the Accounts menu, or by selecting or unselecting the Show search messages only checkbox in [View Options](#) (from the Options menu).



After the Search Results mode has been turned off, the messages marked by the magnifying glass icon will retain the icon. Thus the Search Results mode can be turned on and off as desired.

Cleaning Up the Search Results

Messages outside the Active Window that are marked with a magnifying glass icon are not deleted according to the account/folder preferences during a Send/Receive cycle.



When a new Online Search is started, or the Clean Up Search option in the Accounts menu is selected, the messages will lose their magnifying glass icon.

Messages that were downloaded during the Online Search may be deleted from the device or kept (and lose the magnifying glass icon).



SnapperMail

Business

▼ Inbox  

	Forgotten F...	John_barto...	23/03	3.1k
	Handango, R...	RoyaltyRep...	14/02	2.0k
	Re: WorldPa...	transfers@...	12/02	27k
	Trade Me J...	Trade Me	12/02	52k

Previous Search Messages



**Delete 1 message
downloaded in the
previous search?
(Messages on server
not affected.)**

Delete

Keep

Cancel

Please note, some messages found during the Online Search may not have been downloaded because they already existed on the device. Pre-existing messages are always kept and are not deleted like the downloaded messages are.

Any downloaded messages that are kept and are outside the [Active Window](#) will become Ghost messages or be deleted according to the account/folder preferences during the next Send/Receive cycle.

Reading Mail

The Message Reader

You can read a message by selecting it in the Message. This will take you into the Message Reader.



Message Count

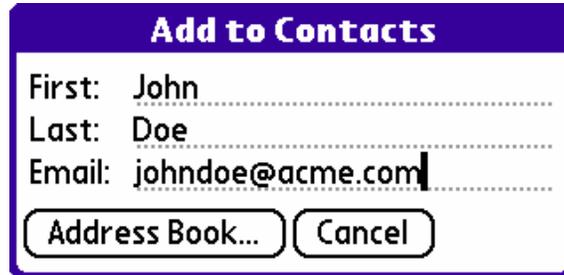
The top left of the message reader displays the current message number being viewed in its containing folder, and the number of messages in the folder.

Header View

The Message Reader can display the message header in short, long, and full header format. It is controlled using the three icons on the top, mid-right of the message reader. Short header (left icon) format displays just the subject and sender. Long header (middle icon) format adds date and size information, as well as cc information if it exists. Full header (right icon) format will display all of the header information as it was received. This is sometimes useful for advanced users to check such things as server names, message hops, sender's email client, organization, and any extended header fields that may have been appended to the message. Note, that messages in POP3 accounts have the full header, currently, messages in IMAP4 accounts only displays a subset.

Adding Sender to the Address Book

To add the sender's email address to your address book, select the Add to Contacts... option in the Messages menu. You can edit the address entry before inserting it into your address book.



Navigating Between Messages

You can move between messages by selecting the left and right triangular arrows at the bottom of the Message Reader screen. On keyboard devices, it is usually more convenient to use the "i" and "o" buttons with SnapperMail's [Quick Keyboard Navigation](#).

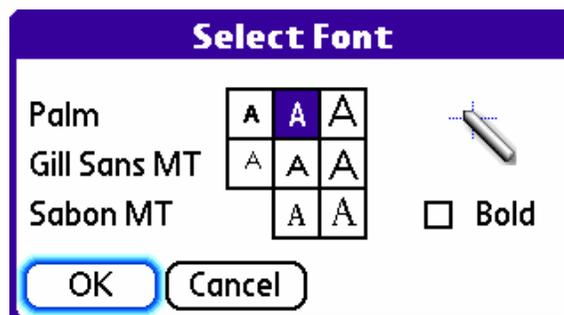
Deleting Messages

Messages can be moved to the Trash folder by selecting the Trash button. This will shift the local copy of the message into the Trash folder for emptying from the handheld later. It does not delete the message from the server unless your [Account Settings](#) have been configured to delete messages from the server when moved to Trash.

For messages that you would like to remove from both the server and locally on your device, you can select the Junk option in the Messages menu. The message will be marked to delete from the server on the next Send/Receive operation. Depending on your [Preferences](#), the local copy of the message will be moved to the trash or deleted immediately.

Fonts

The reader has both StylusNav and FingerNav modes. Essentially, the only difference between the two modes is that the expanding scrollbar is available in FingerNav mode. The font for each mode can be configured independently by using the Font option in the Options menu.

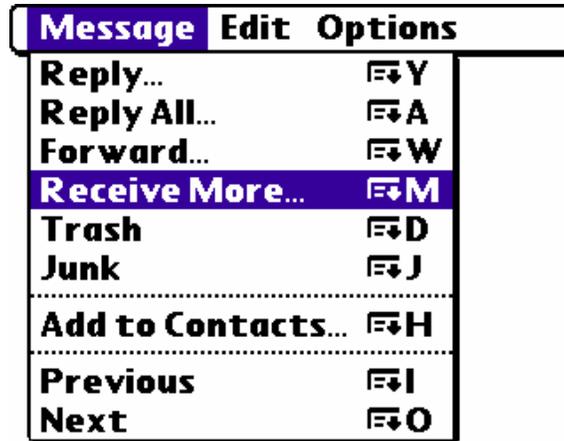


Please note, Gill Sans MT and Sabon MT fonts may not appear if they are not available on your device.

Partial Messages

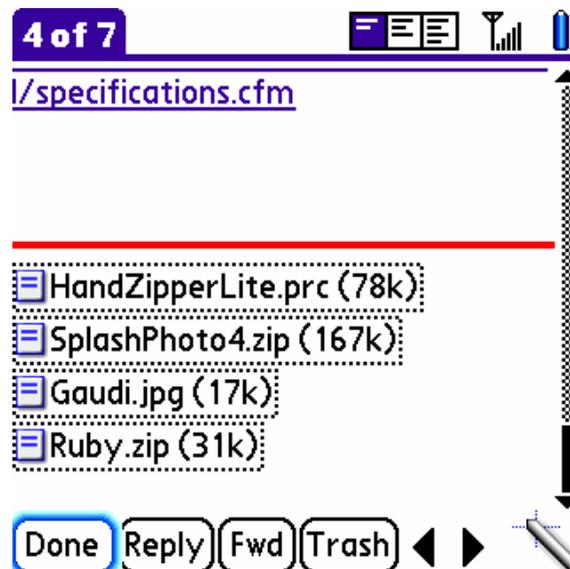
If a message has not been completely downloaded, SnapperMail will indicate this with a **<message truncated>** text at the bottom of the message. A selector box will also appear at the bottom. You can select it to pop up options for receiving more of the message on the next mail fetch. Your options will be to get the message text, omitting any attachments, or to get the entire message including attachments.

You can get more of the message immediately without exiting the Message Reader by using the Receive More option in the Accounts menu.

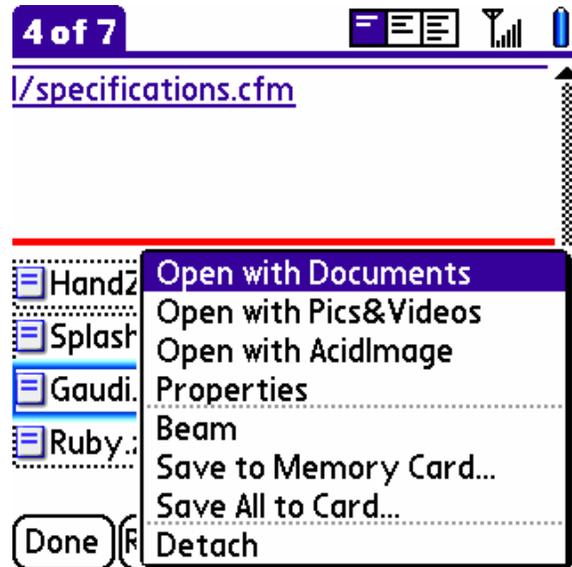


Working with Attachments

If you receive a message with one or more attachments, a list of them will be shown at the bottom of the message.



Selecting an attachment will pop up a list of actions.



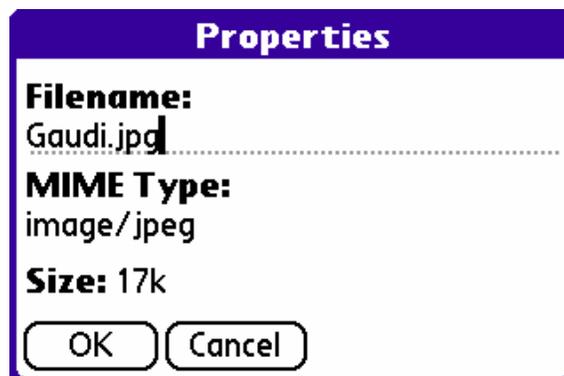
Opening Attachments with other Applications

Select one of the Open with ... options to open the attachment with one of the compatible applications you have installed. Much like desktop computers, you need to install compatible applications before you can open the respective files. After selecting the option you will see a transfer form and then the other application will start.



Attachment Properties

Selecting the Properties option will let you inspect the file. In this form you can rename the attachment by editing the filename directly. It can be useful to change the file name extension to influence which application will open the attachment.

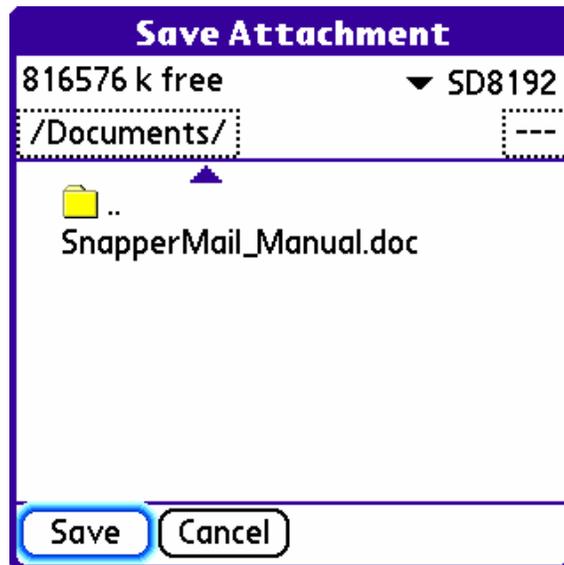


Beaming Attachments

You can Infra-Red (IR) beam an attachment by selecting the Beam option on the pop-up menu. This will beam the file to another device. Note that SnapperMail downloads attachments in native desktop format. So, you can beam the file to many types of generic devices like laptops (Windows and Mac OS) and Pocket PCs. If you are beaming to another Palm handheld, make sure they have a compatible viewing application installed, or they will get an Unknown Format error.

Saving to Memory Card

If memory cards are supported on your device, SnapperMail will include an additional option in the pop-up menu to save the attachment. Selecting Save to Memory Card will open a form to save the current attachment to the card. You can save all of the attachments in the message by selecting Save All to Card. With either choice, SnapperMail will open the built in file browser where you can choose a directory in which to save the attachment. You can manage directories inside the browser. Selecting the directory name at the top of the screen will take you to the directory selector, where you can create, rename, and delete directories.



Detaching

The attachment can be detached from the message. The effect is like not having downloaded the attachment. This operation is usually used if you want to save memory on your handheld device.

Responding to Messages

You can respond to messages by selecting on the Reply or Forward buttons. If the message was sent to multiple recipients, then selecting Reply will prompt you to select Reply or Reply All. By default, SnapperMail will include the original text in a reply. You can change this and also specify how the original text is quoted in the Message tab of your [Preferences](#). If you would like to quote just a small part of the original message in your reply or forward, simply highlight the text you would like to quote prior to selecting the Reply or Forward button.

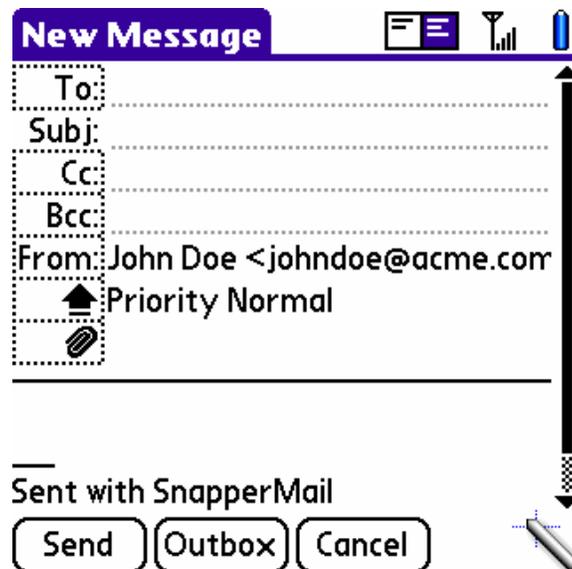
Composing Mail

The Message Composer

You can enter the message composer by creating a new message in the Message List, or by replying to or forwarding a message in the Message Reader.

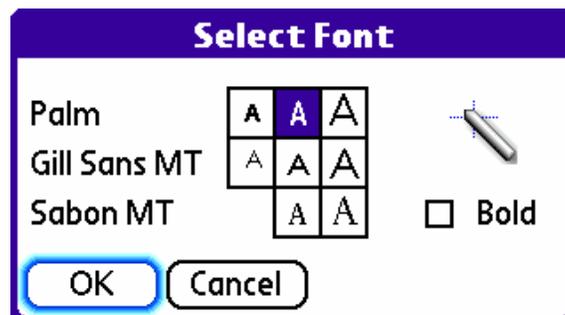
Header View

The Message Composer can display a short header or a long header. You control the header using the two icons in the upper-right corner of the screen. The long header displays additional Cc, Bcc, and priority fields that can be filled in.



Fonts

Selecting the Font option in the Options menu will customize the font in the composer. FingerNav and StylusNav modes have independent font settings.



Please note, Gill Sans MT and Sabon MT fonts may not appear if they are not available on your device.



Creating a Message

To compose an email, simply fill in each field in the Message Composer, write your message, and select the Send or Outbox button.

Addressing Your Message

In the To, Cc, and Bcc fields, fill in your recipients (Cc and Bcc fields only appear in the long header). You can type in the full email address or look up an email address in your address book by selecting the To label. This will take you to a list of email addresses in your address book. Select the person you wish to address and then select the Add button. Note that you can jump directly to a specific part of the address book by entering the part of the person's last name prior to selecting the To label. Entering a space or a comma after the name can start the same look up action.

New Message [Icons: Mail, Signal, Battery]

To: bob@yahoo.com,
jim@hotmail.com,
▲ jo@acme.com

Subj: Hi!

From: John Doe <johndoe@acme.com>

Sent with SnapperMail
www.snappermail.com

[Send] [Outbox] [Cancel] [Pencil Icon]

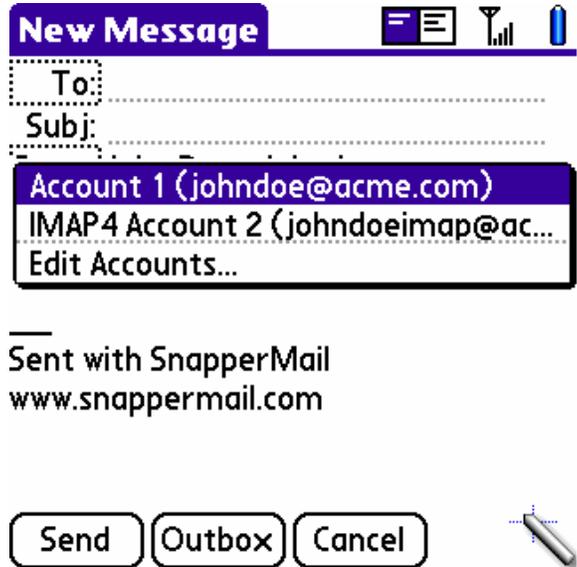
As you continue to enter addresses, the To field will expand to make room for the entries. Once the field grows beyond two lines, you may compact the field by selecting the triangular up-arrow that appears to the left of the field.

Entering the Subject

In the subject field, enter the subject of the message. This field will expand to accommodate the length of the subject line as you enter it.

Selecting Your Account

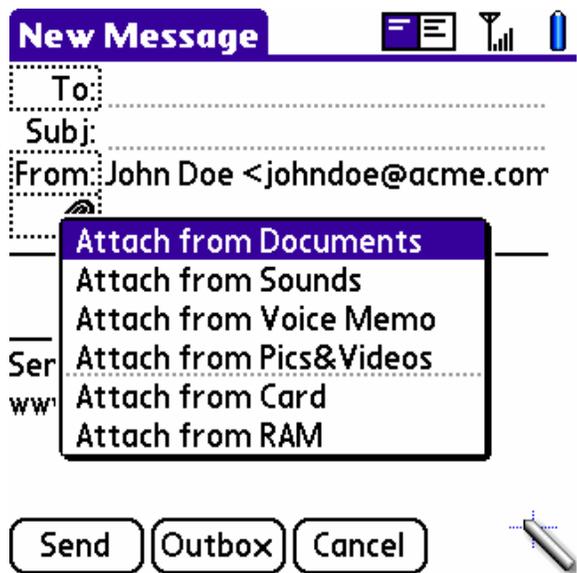
If you are composing a new message, SnapperMail will use the default account specified in your [Account Settings](#). When replying to or forwarding a message, SnapperMail will use the account to which the original message was sent. You can change the account by selecting the From label and selecting another account.



Sent with SnapperMail
www.snappermail.com

Adding Attachments from within the Message Composer

You can add attachments to your message from within the composer by selecting the paperclip button. This will pop up a list of locations where files are stored.

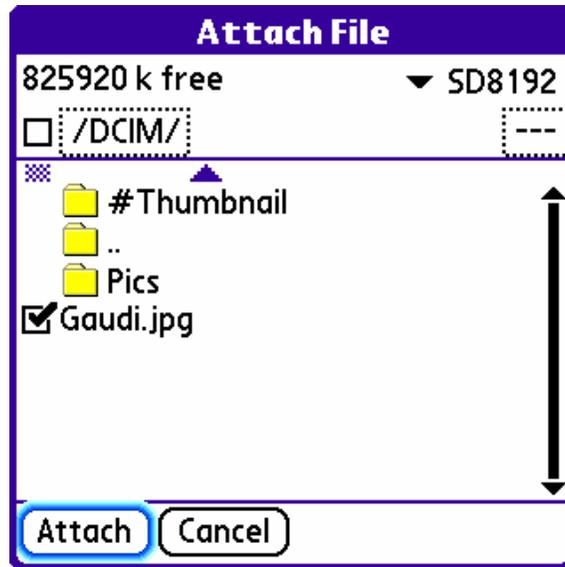


Attach from other Applications

If you have attachment-aware applications installed on your handheld device, they will be shown at the top of the list. If you wish to attach a file from one of these applications, simply select it and the application will be launched, displaying a list of files which you can attach. Once the selection has been made, you will return to the Message Composer.

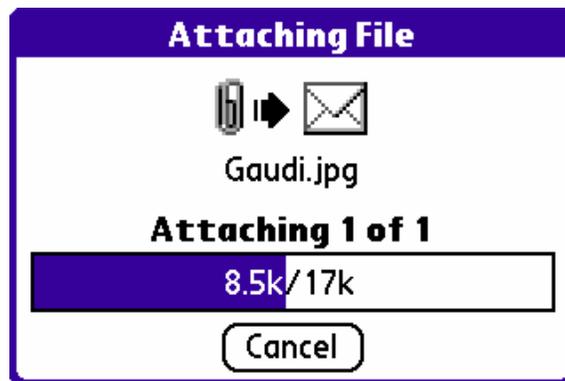
Attach from Memory Card

Files located on your memory card can be attached by selecting the Attach from Card option. This will take you into the file browser.



From within the file browser, you can navigate the directories on your memory card. Activate the checkmarks next to the files you wish to attach, and select the Attach button.

SnapperMail will then import the attachments into the message.



Any attachments imported from the memory card will be cached in RAM. You are free to eject the memory card once you have imported the files. This allows users to connect online with a Bluetooth or WiFi SD card.

Attach from RAM Memory

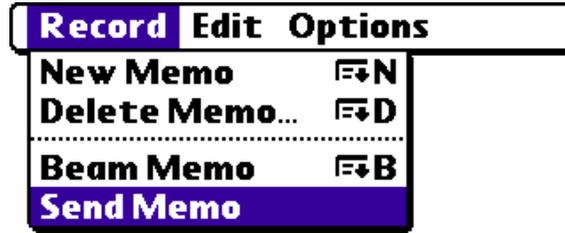
This option is for advanced users only. You can attach Palm OS database files located on your device's RAM memory by selecting Attach from RAM. These files are NOT desktop compatible, and they are only meaningful on Palm OS devices.

Adding Attachments from Within Other Applications

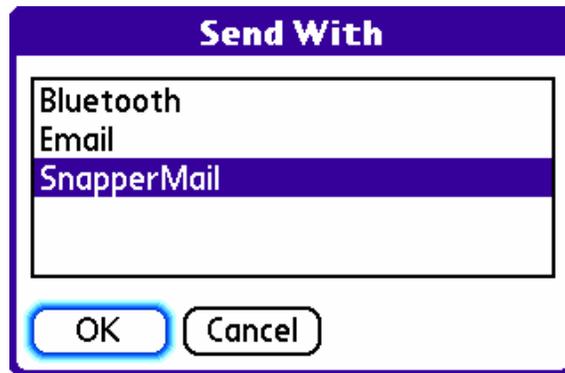
SnapperMail registers itself as an email transport scheme on your handheld. Any application that supports this feature (called Exchange Manager Object Exchange) will be able to push an attachment into SnapperMail's message composer. Examples of compatible applications include the built-in Phonebook, Datebook, Camera, Sounds, and Memos applications on the Palm Treo series. Many third party applications also support this feature.



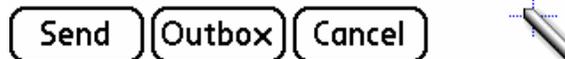
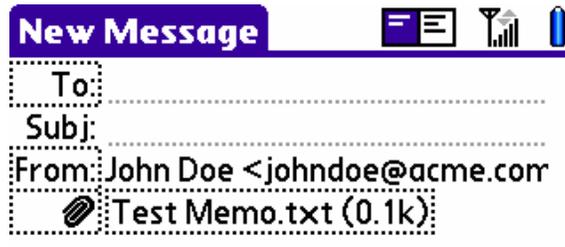
In this example, we will show you how to send a text file from within Memos. From within the Memos application, select the Send Memo menu command. In other applications look for a similar Send command.



If your device has more than one transport scheme supported, then an additional dialog will let you choose which scheme to use.



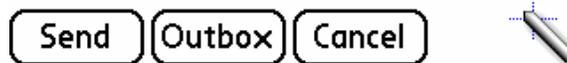
Once SnapperMail has been selected, the memo will be transferred to SnapperMail's composer as a text attachment.



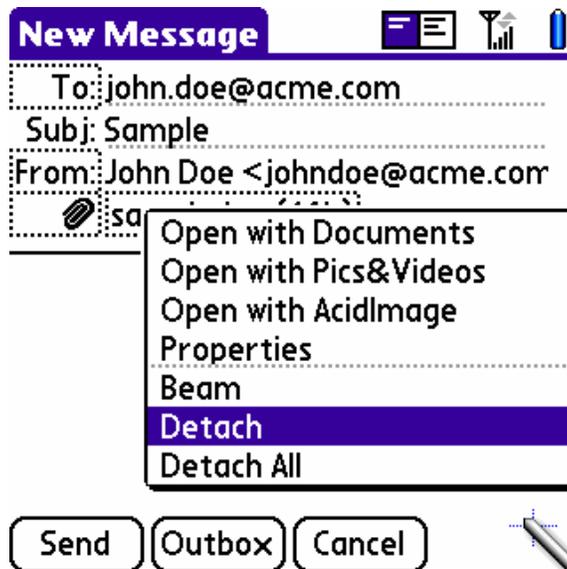
You can return to the other application as many times as required (or any other application) and push more attachments as long as SnapperMail is left in the message composer.

Deleting and Renaming Outgoing Attachments

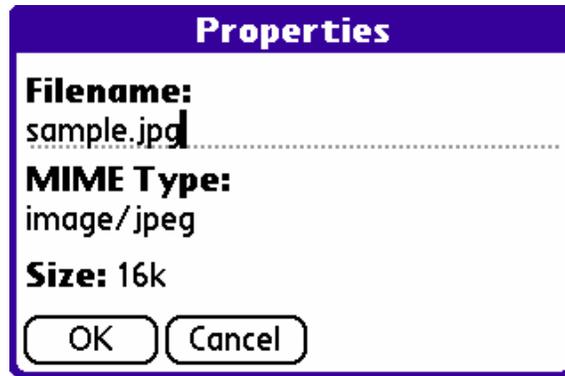
After you add an attachment, it will show inside the message composer next to the paperclip.



If you change your mind, you can detach a file or all of the files by selecting an attachment and then selecting Detach or Detach All.

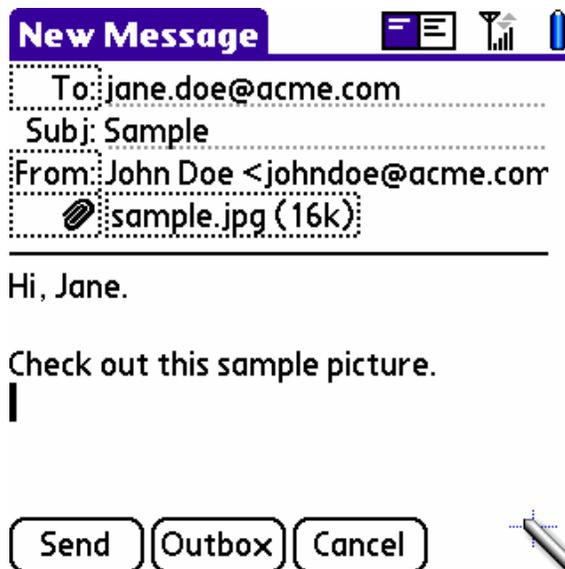


You can rename a file before sending by selecting the Properties option.



Writing your Message

You can write your message in the text area at the bottom of the message composer.



As you continue to write, the header information will scroll off the screen so you can utilize the full screen to compose the message. If you have configured a signature configured for the account from which you are writing an email message, that signature will be appended to the message text area.

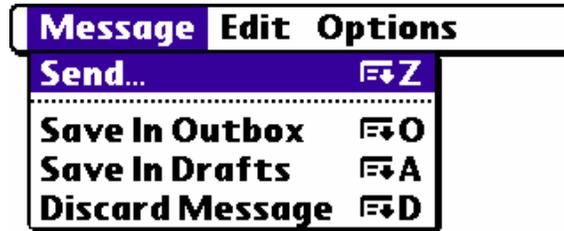
You can cancel the message at any time and save what you have composed to the Drafts folder by selecting the Cancel button and selecting Drafts. The alternative option is Discard, which will remove all trace of the message you were just composing from your handheld.





Sending Mail

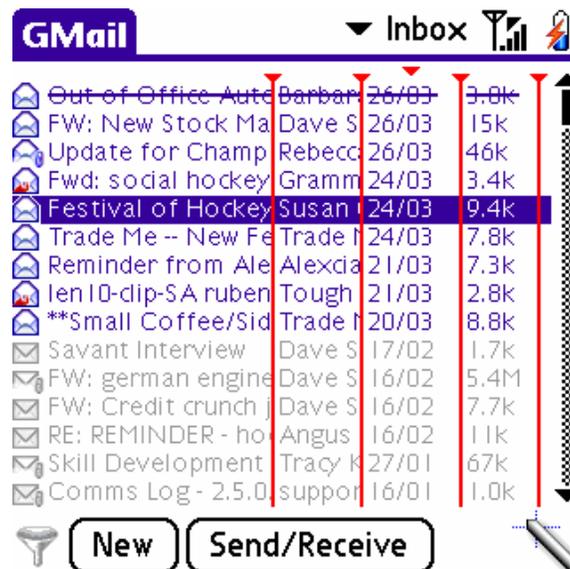
Once your message is ready to be sent, you can send it immediately by selecting the Send button, or you can place it into your Outbox by selecting the Outbox button. Any messages placed in the Outbox will be sent the next time a [Manual](#) or [Automatic](#) delivery operation is initiated. Send, Outbox, Draft, and Discard are all accessible as menu commands.



Advanced Message Management

Ghost™ Messages (ENTERPRISE)

Ghost™ messages are a unique feature only found in SnapperMail, allowing you to look back on old messages stored on your device, even though they may no longer be on the server. By definition, Ghosts are old messages in your online (IMAP4) folders that are either (a) outside of the [Active Window](#), or (b) have been deleted and purged from the server. In either case SnapperMail no longer keeps these messages synchronized with the messages on the server. So, in essence they are “dead” messages retained in the folder for reference. Ghost Messages are displayed as gray messages in the message list.



Ghost messages allow you to look back on messages that are weeks, months, or years old while keeping your Active Window small for fast response times when receiving mail. When coupled with storage of messages on your memory card, you can potentially keep years of messages filed away in SnapperMail for reference on your mobile device.

In order to activate Ghost messages, you should select the appropriate option under the [Account Settings](#) or in the [Folder Settings](#). To view your Ghost messages, make sure Show Ghost messages has been checked in the [View Options](#).





Ghost messages can be deleted manually using the [Junk command](#).

Automatic Removal of Old Mail

Old messages can be automatically removed after a configurable time span using the Preferences setting shown highlighted below. This can be set up on a folder by folder basis or globally across all folders. Your global settings are in the Storage tab of your [Preferences](#).

Edit Preferences

Delivery | Message | **Storage** | System

Auto Storage Tasks

Task Time : 3:00 am

Purge ▼ **After 3 days**

Move to Card ▼ After 1 day

Select Card ▼ SDCard

Note: These settings only take effect in folders set to use them.
You must edit each folder.

OK Cancel Migrate Card

Individual folder settings are available in the [Edit Folder](#) form. You may opt to keep messages indefinitely by not automatically removing mail.

Edit Folder

Name: Filed

Use Preferences settings

Purge ▼ After 3 days

Move to Card ▼ After 1 day

OK Cancel

Memory Card Archiving (PREMIER, ENTERPRISE)

Memory card archiving is a powerful feature that allows you to move old message content onto the large storage space of your memory card. In theory, if your memory card is large, you can store years of mail for reference on your mobile device.

You can configure memory card archiving globally or individually per folder in the Storage tab of your Preferences or in the Edit Folders form (like shown above).



Edit Preferences

Delivery | Message | **Storage** | System

Auto Storage Tasks

Task Time

Purge ▼ Never

Move to Card ▼ **After 1 day**

Select Card ▼ SDCard

Note: These settings only take effect in folders set to use them.
You must edit each folder.

The Select Card setting is used to manually select the memory expansion card on which you want message content stored.

When you first configure mail to be moved onto the memory card you will be asked to select the memory card.

Edit Preferences

Delivery | Message | **Storage** | System

Auto Storage Tasks

Task Time

Purge ▼ Never

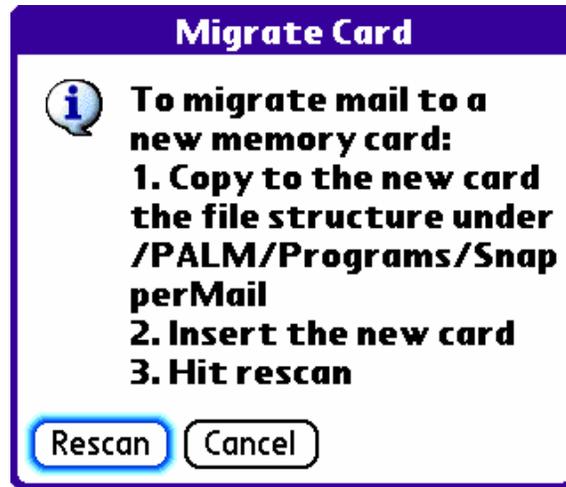
Select Card

Select the memory card you wish to store data on:

▼ SDCard

SnapperMail will then create the directory structures on your selected card, and it will remember that uniquely identifiable card as the one on which to store message content. From this point on SnapperMail will not archive mail to any other card unless you manually prompt for a new card to be selected. By default, old messages are moved to the memory card overnight at 3:00am.

The Migrate Card button shown on the previous page is used when moving message content to a new card. Everything under /Palm/Programs/SnapperMail on the current card must be copied to the same path on a new card (e.g. use your desktop computer with a card reader). Then insert the new card into your handheld and select the Rescan button shown.



Rescanning will link SnapperMail's database located in RAM to the messages on the new card.

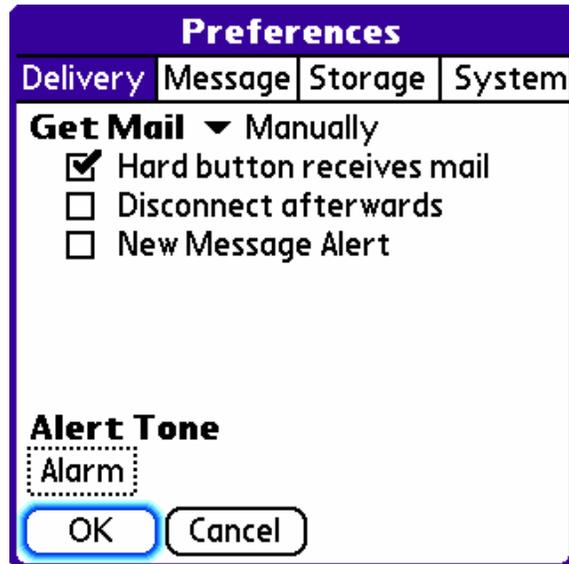
Offline Operation

SnapperMail can be used offline. This is particularly handy if your cellular data plan is charged on a per-minute basis. For offline operation, you manually prompt for a Send/Receive. You can read and respond to messages, or you can place outgoing replies in the Outbox. You can also tag partial messages for full download by using the Server Icon on the Message List. On the next Send/Receive, your Outbox messages will be sent, your tagged messages will be received, and any new messages will also be received. This reduces your online time to a few short batch operations.

Configuring your Preferences

Delivery Preferences

Configuring your Delivery Preferences is covered in [Manual Delivery](#).



Preferences

Delivery | Message | Storage | System

Get Mail ▼ Manually

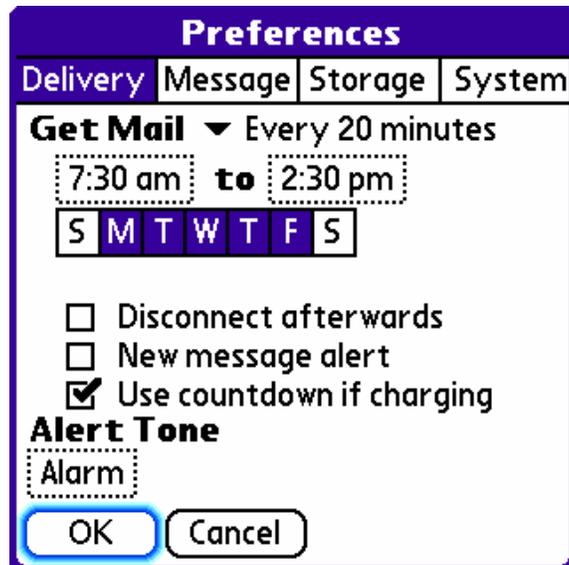
- Hard button receives mail
- Disconnect afterwards
- New Message Alert

Alert Tone

Alarm

OK Cancel

For automatic message sending and receiving, it is covered in the [Automatic Delivery](#).



Preferences

Delivery | Message | Storage | System

Get Mail ▼ Every 20 minutes

7:30 am to 2:30 pm

S M T W T F S

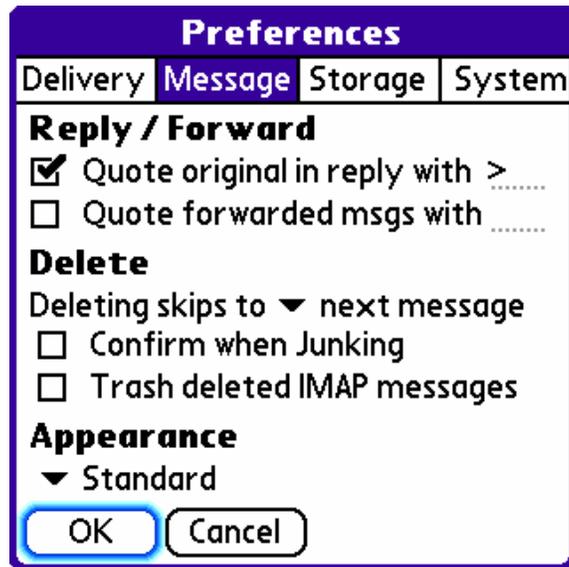
- Disconnect afterwards
- New message alert
- Use countdown if charging

Alert Tone

Alarm

OK Cancel

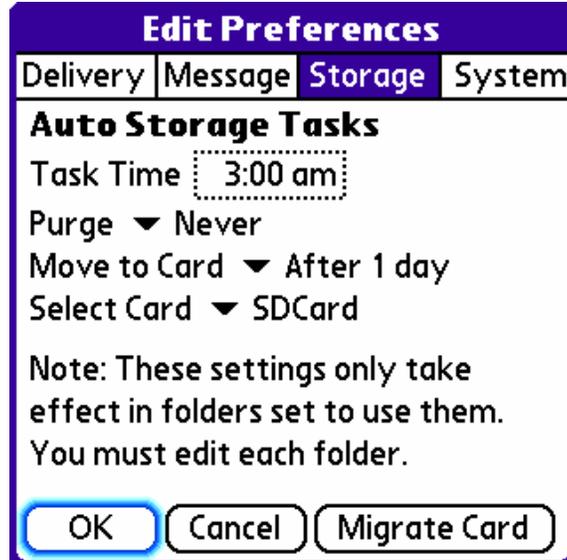
Message Preferences



- **Quote original in reply with:** Checking this box will include the original message when replying to a message. The reply will be quoted with the user-configurable prefix to the right of this area.
- **Quote forwarded msgs with:** Checking this box will include the original message when forwarding messages. The forwarded message will be quoted with the prefix to the right of this area.
- **Deleting skips to:** This setting determines whether you move to the previous or the following message in the Message List after deleting the active message inside the Message Reader. As a secondary effect, this setting also determines where the message focus goes when deleting/junking messages in the Message List.
- **Confirm when junking:** If this box is unchecked, then Junk operations will no longer ask for a confirmation.
- **Trash deleted IMAP messages (ENTERPRISE):** When checked, this option will cause IMAP messages to be moved to the Trash folder contained in that same SnapperMail account when they are deleted. If you would like the same operation to happen on the server, then you must set the account's Trash folder to be associated with the appropriate mailbox on the server. That can be done via the [Edit Folder](#) form.
- **Appearance:** This setting chooses between Standard and Classic color schemes that SnapperMail uses. The classic color scheme refers to the colors that the version 1.x series of SnapperMail uses.

Storage Preferences

Your storage preferences control how long messages will be retained on your device before they are automatically removed. You can also configure mail to be moved onto your memory card to save handheld main RAM space (PREMIER, ENTERPRISE).



Edit Preferences

Delivery	Message	Storage	System
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Auto Storage Tasks

Task Time 3:00 am

Purge ▼ Never

Move to Card ▼ After 1 day

Select Card ▼ SDCard

Note: These settings only take effect in folders set to use them.
You must edit each folder.

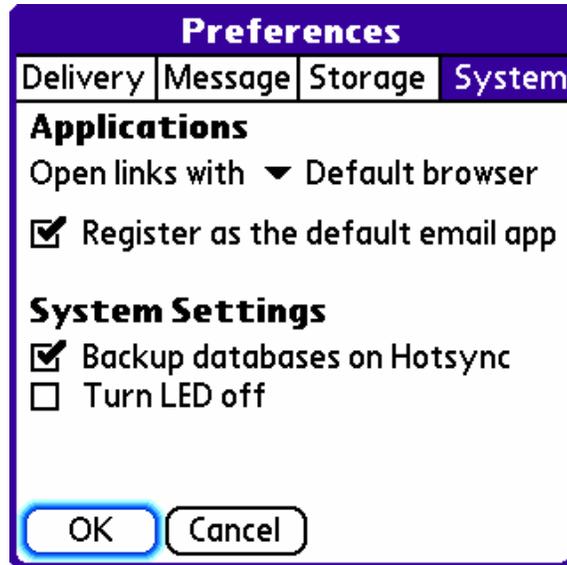
OK Cancel Migrate Card

- **Task Time:** Here you specify the time of day that SnapperMail will archive message content to the SD card and purge old messages.
- **Purge:** This setting specifies the age of messages that you want to remove from the device. Messages may be removed from the server as well depending on your account settings (delete settings for POP3, [Active Window](#) and delete settings for IMAP4).
- **Move to Card:** Selects when message content will be moved to the memory expansion card after it is downloaded.
- **Select Card:** Allows the user to manually select the memory expansion card on which to store message content. This is particularly useful if your handheld device can have two card plugged in at the same time.



System Preferences

In this area you can configure SnapperMail's interaction with other applications and with the operating system.



- **Open links with:** This drop-down list selects which browser to use when opening links inside the Message Reader. Normally the browser that registers as the default is used. However, some browsers (particularly on earlier devices) do not support registering as default. If you have installed a particular browser that you would like SnapperMail to use, you can select it here.
- **Register as the default email app:** Checking this box will make SnapperMail the default email application on your system. This means when you link to a mailto: link in other applications, SnapperMail is launched inside the Message Composer.
- **Backup databases on Hotsync:** When this is checked all of SnapperMail's RAM databases are backed up onto your desktop when you HotSync. You can uncheck this option to speed up the HotSync process.
- **Turn LED off:** This checkbox option shuts off the LED multifunction indicator light on Treo series smartphones.

Connection Log

You can access the connection history by selecting the Connection Log option in the Options menu. The Connection Log can be used for checking past errors, connection times, previously checked accounts and automatically performed tasks. It is particularly handy for reviewing past connections when automatic mail delivery is enabled.



SnapperMail

Connection Log

START MANUAL: 3/6/08 9:32 pm

RECEIVE:

ACCOUNT: FastMail SM

SSL established, connection secure.

Authorizing IMAP

Opening Inbox

No messages exist in mailbox to expunge.

0 exist in remote mailbox

Opening Sent

No messages exist in mailbox to

Done

The Connection Log is limited to about 2000 characters. Older entries will be automatically deleted as the log is filled.



Troubleshooting

I get a relaying denied error whenever I try to send email

Just like your desktop email client, SnapperMail talks to an SMTP server to send messages. An SMTP server's sole function is to relay your messages on to their intended recipients. SnapperMail attempts to send messages via the SMTP server you configured in your account settings.

On a desktop, you typically connect to your ISP and then use your ISP's SMTP server to send messages. However, with SnapperMail on a wireless device, you are more commonly connecting to the Internet not via your ISP, but through a wireless carrier. When this happens your ISP recognizes that you are not on their network, and hence it identifies you as an outsider. As such, their SMTP server will shut you out with the "relaying denied" error.

To enable SnapperMail to send mail in this situation, you have the following options:

- See if your ISP's SMTP server supports authentication. If it does, simply fill in the SMTP username and password in your account settings. This will log you into the SMTP server, allowing you to send email. There is a list of common ISP and Email service provider settings at www.snappermail.com/support/isp.cfm.
- Before SMTP authentication became popular, some ISPs required you to log into your POP server before letting you send. If this is the case for your ISP, you can try checking the POP before send option in the server settings.
- If your wireless carrier offers an SMTP server, configure all of your accounts in SnapperMail to use your wireless carrier's SMTP. The POP3/IMAP4 servers and SMTP servers within an account do not have to be the same. A list of SMTP servers for some common wireless carriers is available at www.snappermail.com/support/isp.cfm.
- Sign up to a third-party email service which will give you access to an SMTP server that supports authentication. You can then configure all of your mail accounts to use this SMTP server.

My messages won't download

A diagnostic log is a record of the raw dialog between SnapperMail and the remote mail server which is extremely useful for diagnosing problems you may be experiencing downloading messages.

Creating a Diagnostics Log

Follow these steps to create a diagnostics log to send to SnapperMail support:

1. Go to the Message List.
2. Enter the three letters "b" "u" "g" in lower case. (If a form opens, select the Cancel button, and continue with the next letter.)



3. A hidden preferences window will pop up after you enter the "g". Check the box that says Diagnostic log.
4. Use SnapperMail normally to send or fetch mail to replicate the error you're experiencing. SnapperMail will be recording the send/fetch session into a log file.
5. Enter "b" "u" "g" in lower case again and turn off the Diagnostic Log by unchecking the option.
6. A new message will appear in your inbox with "Subject: Comms Log" containing the log in a file attachment called comms_log.txt

Sending a Diagnostic Log

You can send this message to us at support@snappermail.com in many ways. Here are some of them:

- Forward it directly from SnapperMail.
- Open the attachment, this will go to your text viewer, typically the Memo Pad application (beware if the log is big you will fill your memo list with many memos). You can HotSync this to your Desktop and paste it into a message.
- Rather than opening the attachment, beam it to your laptop. This will work with Windows 2000/XP and Mac operating systems. Then email it using your desktop email client.